IP Office™ Platform 9.1

Administering Avaya IP Office™ Platform Voicemail Pro

15-601063 Issue 10c - (09 December 2014)

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Chapter 1.
Voicemail Pro Administration

1. Voicemail Pro Administration

This manual covers general Voicemail Pro administration. Due to the flexibility of the product it is not exhaustive, but it provides examples for most aspect of voicemail server configuration and usage. It is mainly focussed on the use of the Windows Voicemail Pro client application to configure and manage the voicemail server. However, aspects of administration that can be performed through the web management 282 interface on a Linux based server are also covered.

1.1 New in Voicemail Pro 9.1

The following is a summary of the new features and changes in Voicemail Pro 9.1.

- **Security User Access Control** 31
  Access to the voicemail server configuration can now be assigned to IP Office service users through the security configuration of the IP Office system. This removes the need to configure additional local voicemail administrator accounts on the voicemail server.
- **Removal of Advance Edition License**
  For IP Office Release 9.1, the **Advanced Edition** license is no longer available.
  - The voicemail database access and VBScript features are now enabled by the IP Office Preferred Edition license.
  - On new systems, Generic TTS and VRL support are enabled using the specific license for those feature. However, for systems upgraded to release 9.1, any existing **Advanced Edition** license still enables 8 generic TTS port for use with Speak Text actions and also VRL support.
- **Support for A-Law/<ULAW%> Recordings**
  The voicemail server now supports and stores recording from the telephone system using the companding format (A-Law or <ULAW%>) to which the telephone system is configured.
  - This results in smaller files compared to the previous non-compressed PCM format. For example, a 1 minute recording is now approximately 0.5MB rather than 1MB.
  - This new format is used for all recordings made via the telephone system. That includes the recording of names, greetings etc from a phone.
  - The previous non-compressed PCM format is still supported and existing recordings in that format are not converted.
  - Recordings made from a PC using the Voicemail Pro client still use the non-compressed PCM format.
- **IP Office Server Edition Dual Voicemail Pro**
  For IP Office Server Edition systems with secondary server, the voicemail service on that secondary can be used to provide fallback resilience for the voicemail service on the primary. For IP Office Release 9.1, for systems running in IP Office Select mode, both voicemail servers can be used to provide voicemail services at the same time.
  - The voicemail services on each server regularly synchronize their voicemail server configuration and recordings (messages, prompts, names, etc).
  - Each server uses its own voicemail service when it or any users that is hosts requires voicemail.
  - For each expansion system, you can configure which of the servers it should use when it or any users it hosts requires voicemail.
  - The two voicemail servers still provide fallback resilience for each other.
- **Outcalling Control** 235
  The option to enable or disable Intuity mailbox outcalling system-wide is now available to all systems. It is set by the **Control Outcalling** option in the IP Office system configuration (**System | Voicemail**).
- **Mailbox Password Control** 196
  Control of the minimum mailbox password length and whether complexity requirements are applied to the passwords is now set through the IP Office system configuration. These settings are applied to all voicemail modes and to all methods of setting the voicemail password.
- **Message Waiting Indication for Other User Mailboxes** 194
  A user can now be configured to received message waiting indication for new messages in another user's mailbox. When configured, the user's existing MWI methods are enabled for the other mailbox and the other user name appears in the user's Visual Voice display.
- **Visual Voice Button for Other Mailboxes** 198
  Dedicated Visual Voice buttons for another user or hunt group mailbox can be programmed. The button provides message waiting indication for that mailbox. When pressed, it goes to the Visual Voice display for that other mailbox. The button can also be used for direct voicemail transfer of a call to the other mailbox.

Linux Web Management Enhancements

A number of enhancement have been made to the server web management menus.

- **System Preferences Configuration** 283
  The voicemail server preferences can now be accessed and set through the server web management menus.
- **Selected Mailbox Backups** 299
  For Linux based voicemail server, the backup options provided through the server's web management menus now include an options for backing up the messages and recordings of a selected set of mailboxes rather than all mailboxes.
- **Linux Server Custom Prompt Management** 295
  The Linux server web management menus now include a file manager for uploading and downloading files from the server. For the voicemail server, this allows access to the custom prompts folder used by the server and management of the files in that folder.
- **Exchange Integration using Enterprise Web Services (EWS)** 285
  <<<???>>>

1.2 Supported Languages

By default the prompts installed match the installer language selection plus English. If other languages are required they need to be selected by doing a custom installation. The Voicemail Pro prompts that are available for installation are listed in the table below. The availability of a language in voicemail does not necessarily indicate support for IP Office in a country that uses that language.

Language	WAV Folder	Fallback Selection	TTS Windows	TTS Linux
Brazilian Portuguese	ptb	> pt > en.	✓	✓
Chinese (Cantonese)	zzh	> en > enu.	✓	✗
Chinese (Mandarin)	ch	> en > enu.	✓	✓
Danish	da	> en.	✓	✓
Dutch	nl	> en.	✓	✓
English UK	en	> en.	✓	✓
English US	enu	> en.	✓	✓
Finnish	fi	> en.	✓	✓
French	fr	> frc > en.	✓	✓
French Canadian	frc	> fr > enu > en.	✓	✓
German	de	> en.	✓	✓
Greek	el	> en.	✓	✓
Hungarian	hu	> en.	✗	✗
Italian	it	> en.	✓	✓
Korean	ko	> en.	✓	✗
Latin Spanish	eso	> es > enu > en.	✓	✓
Norwegian	no	> en.	✓	✓
Polish	pl	> en.	✓	✓
Portuguese	pt	> ptb > en.	✓	✓
Russian	ru	> en.	✓	✓
Spanish	es	> eso > en.	✓	✓
Swedish	sv	> en.	✓	✓
Turkish	trk	> en.	✗	✗

When the IP Office routes a call to the Voicemail Pro server it indicates the locale for which matching prompts should be provided if available. Within the IP Office configuration, a locale is always set for the system. However differing locales can be set for each user, incoming call route and for short codes in addition to the default system locale.

The locale sent to the Voicemail Pro server by the IP Office is determined as follows:

Locale Source	Usage
Short Code Locale	The short code locale, if set, is used if the call is routed to voicemail using the short code.
System Locale	If no user or incoming call route locale is set system locale is used unless overridden by a short code locale.
Incoming Call Route Locale	The incoming call route locale, if set, is used if caller is external.
User Locale	The user locale, if set, is used if the caller is internal.

If the prompts matching the IP Office locale are not available, the Voicemail Pro server will provide prompts from a fallback language if available. The table of languages above lists the order of fallback selection.

If required, the language provided by a voicemail call flow can be changed using a **Select System Prompt Language** 130 action.

TTY Teletype Prompts

TTY (Teletype (Textphone)) is included in the list of languages that can be installed. TTY is a text-based system that is used to provide services to users with impaired hearing. See Support for Callers with Impaired Hearing 263.

International Character Set

If you enter text that uses non-English characters, enter the text within quotes for the system to display it correctly. For example, enter *"Fonctionnalités de recherche sur le Web"* for *Fonctionnalités de recherche sur le Web* and *"Maps für Handys"* for *Maps für Handys.*

1.3 Number of Simultaneous Users

All connections between the Voicemail Pro server and the IP Office are established through LAN using data channels. The maximum number of data channels that can be simultaneously used for voicemail operation are shown below.

IP Office	Maximum number of data ports	Maximum number of users
IP500	40	384
IP500 V2	40	384
IP500 V2 with Unified Communications Module	20[1]	384
Server Edition	150	1500

The actual number of simultaneous users is determined by the licenses for Voicemail Pro 16 added to the IP Office configuration. Note also that some specific functions can have voicemail channels reserved for their use or can have channel restrictions.

1. If you are using Voicemail Pro installed on Unified Communications Module, see Number of Simultaneous Users on UC Module Voicemail Pro 15.

1.4 Linux Server Support

A Voicemail Pro server is one of the Linux components that are installed as part of the IP Office Application Server installation. That process is covered separately in the IP Office Application Server documentation. However, configuration and administration of that server is still performed using the Windows based Voicemail Pro client application.

When logged into the Voicemail Pro server using the Voicemail Pro client, the unsupported features listed as follows are grayed out or hidden. If the features are present in an imported call flow, the call flow will not function and calls attempting to use these features will be disconnected.

For Voicemail Pro server running on the IP Office Application Server, the following Voicemail Pro features are **not supported**:

- VB Scripting.
- VPNM.
- UMS Web Voicemail.
  However access via IMAP and one-X Portal are available as alternatives.
- 3rd Party Database Integration.

When you log on to Voicemail Pro server using the Voicemail Pro client, the system disables the features not supported by Voicemail Pro. These features do not function even if they are present in an imported or restored call flow and the system disconnects the calls attempting to use these features.

Voicemail Pro on Linux does not support the following call flow actions:

- Database Open
- Database Execute
- Database Get Data
- Database Close
- VBScript

For Small Community Network scenarios where multiple Voicemail Pro servers are present, for example distributed and backup server, a mix of Linux-based and Windows-based servers are supported.

1.4.1 UC Module Voicemail Pro

A Linux-based Voicemail Pro server is pre-installed on Unified Communications Module. However, the following behaviors of a Voicemail Pro server installed on Unified Communications Module are different from a standard Linux-based Voicemail Pro server.

Supported Languages

Only the English US and English UK languages are supported for Text to Speech (TTS).

Accessing Voicemail Pro Server

To access the Voicemail Pro server running on Unified Communications Module, use the IP address or the DNS name of the IP Office control unit that hosts Unified Communications Module.

Backup and Restore Settings

Backup files can be saved on a USB storage. The available file paths for the USB storage are */media/sdb1* and */media/sdc1*. As the storage space available on UC Module SSD is limited and primarily required for saving call recordings, use a USB storage for the backups.

Default Debug Level

The default general system preference for the **Debug Level** is **Critical**.

Number of Simultaneous Users

The maximum number of data channels that can be simultaneously used for voicemail operation is 40. However, if one-X is also enabled on Unified Communications Module, the maximum number of data channels that can be used simultaneously may reduce to 20.

Storage Space for Call Recordings

Voicemail call recordings use an approximate storage space of 1 Mb for each minute of recording. Therefore, the available storage space on UC Module SSD is limited to an estimated maximum of 400 hours of call recordings. Consider this fact if you plan to use the Voicemail Pro server installed on Unified Communications Module for centralized voicemail.

1.5 Voicemail Pro Licenses

The Help | About 58 screen in the Voicemail Pro client can be used to check which IP Office the Voicemail Pro server is working and the licenses it has received from that IP Office.

The license keys are entered into the IP Office configuration using the IP Office Manager. If the Voicemail Pro server is installed without licenses, it will run for 2 hours and then shutdown.

Chapter 2.

Using the Voicemail Pro Client

2. Using the Voicemail Pro Client

2.1 Installing the Client

The Voicemail Pro client is a Windows application.

Windows Based Servers

For Windows based servers, a copy of the Voicemail Pro client is installed by default on the voicemail server. That copy of the client can then be used to manager and configure the voicemail server.

If an additional client is required, it can be installed from the same software package used to install the server. Start the installer and when prompted for the type of installation select **Voicemail Pro Client - Only**.

Linux Based Servers

To download the client from a Linux server:

For Linux base voicemail servers, a copy of the installer for the Voicemail Pro client can be downloaded from the server. This can then be installed on a Windows PC.

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the ☰ icon next to the server and select **Platform View**.
3. In the platform view, click on the **App Center** tab.
4. Download and install the Voicemail Pro client package.

2.2 Logging in to the Voicemail Pro Server

Having installed the client 20, you can use it to login to the voicemail server. To do that you will also need an administrator account 28 name and password.

Windows Based Servers

If you start the Voicemail Pro client on the same computer as the Voicemail Pro server, the system will automatically load the settings to manage that server. You will have full access to all the servers settings, you do not need to login with an administrator account 28 name and password. You can change to offline mode 27 if required or select to login to a remote server using the process below.

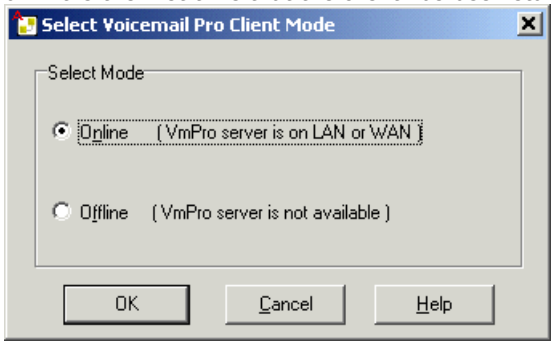
To connect to a remote Voicemail Pro server you will need to login using the name and password of an administrator account 28 already configured on that server. The default account user name is ***Administrator*** with password ***Administrator***. After logging in with this account you should change the password from that default value.

Linux Based Servers

Linux based Voicemail Pro servers can only be accessed remotely. This accessed is controlled by the security configuration of the IP Office system to which the voicemail server is connected. By default only the IP Office Administrator has access to the voicemail server. However, you can use the IP Office's security setting to configure access for other accounts.

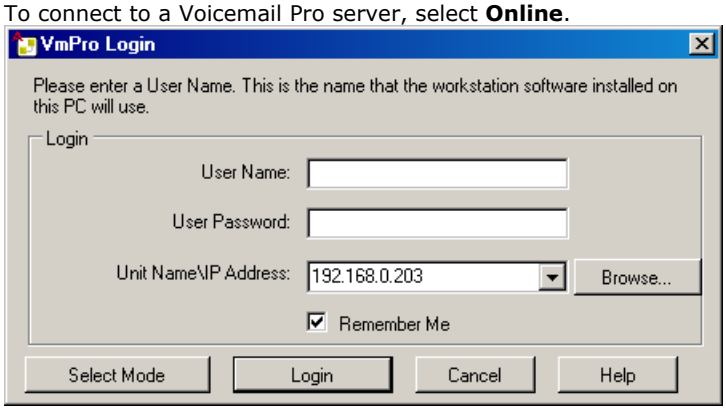
To login the Voicemail Pro client:

1. From the **Start** menu, select **Programs** | **IP Office** | **Voicemail Pro Client**.
2. The Voicemail Pro Client window opens.
   - If the client has been started before, it will start in the same mode as it used previously. If it fails to do that or if it is the first time that the client has been started, the select mode menu is displayed.

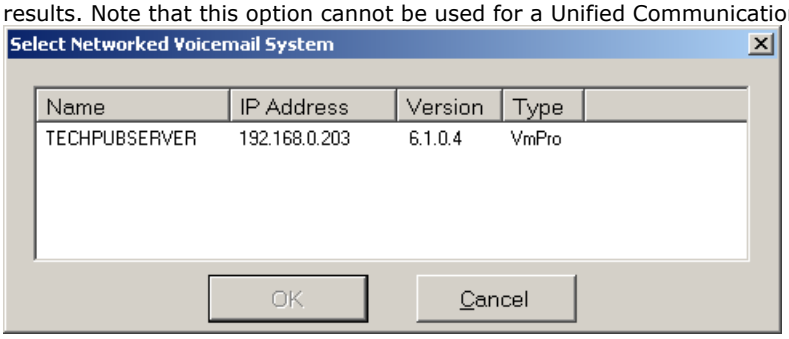

Select Voicemail Pro Client Mode
Select Mode
Online (VmPro server is on LAN or WAN)
Offline (VmPro server is not available)
OK
Cancel
Help

   - Select either of the **Offline** modes to import and export 34 voicemail call flow and module files without being connected to any Voicemail Pro server. In the **Offline mode for Linux**, those call flow options not supported by a Linux base Voicemail Pro server are grayed out.

- To connect to a Voicemail Pro server, select **Online**.

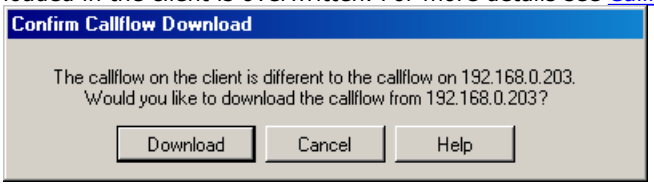


  - Enter the name and password for an administrator account.
  - In the **Unit Name\IP Address** field enter the DNS name or the IP address of the Voicemail Pro server. **Note:** If you are connecting to a Voicemail Pro server installed on Unified Communications Module, see Accessing UC Module Voicemail Pro 15.
  - Alternatively, click on **Browse** to search the local network for a server and select a server from the results. Note that this option cannot be used for a Unified Communications Module.



  - To log in automatically to the selected Voicemail Pro server when you launch Voicemail Pro client next time, select the **Remember Me** check box.

3. If connected to a remote server, the following window opens up. If you select **Download**, any call flow currently loaded in the client is overwritten. For more details see Callflow Download 22.


Confirm Callflow Download
The callflow on the client is different to the callflow on 192.168.0.203.
Would you like to download the callflow from 192.168.0.203?
Download
Cancel
Help

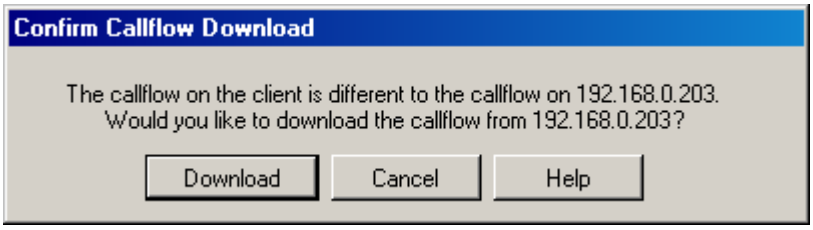
4. If this is the first time that the Voicemail Pro server has been logged into, you should first change the default remote access account.
  - If you logged in remotely using the default account, select **File | Change Password**.
  - If you logged in locally, select **Voicemail Pro Administrators** in the navigation panel.

2.2.1 Confirm Call Flow Download Window

When you connect to a server across a LAN or WAN to view or modify the call flow on the server, a check is made to see if the call flow that is stored locally on the client is the same. The call flow on the server might be different to the call flow on the client because:

- The local call flow is older than the version on the server, for example if the call flow on the server has been modified by another Client connection.
- The local call flow is newer than the version on the server, for example if the call flow on the server has been worked on while the local Client was being used in offline mode.
- The local call flow is from a different server, for example if you are connecting to a different server to the one from which the call flow was previously downloaded.

If the call flow is the same, no data will need to be copied from the server to the client. If the call flow is different you can chose to download the call flow from the server or to use the local call flow.


Confirm Callflow Download
The callflow on the client is different to the callflow on 192.168.0.203.
Would you like to download the callflow from 192.168.0.203?
Download
Cancel
Help

- **Download**
  Click to download the call flow from the server.
- **Cancel**
  Click this if you do not want to download the call flow from the server.

To upload the local call flow to the server, use the **Save** or **Save and Make Live** options from the **File** menu. See Saving Changes and Making them Live 32.

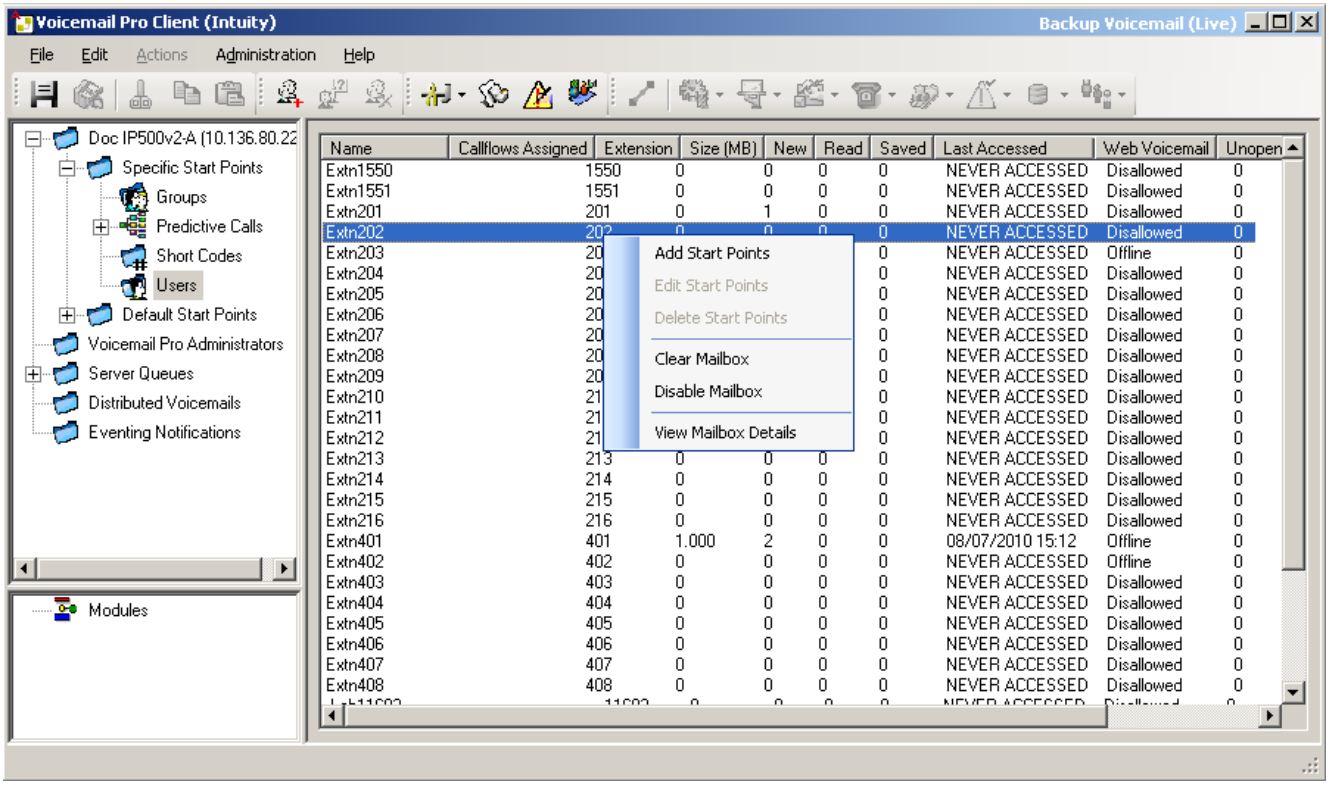
2.2.2 Continue Offline Message Window

Only one Voicemail Pro client can be connected to a Voicemail Pro server at any time. To prevent an idle client session from blocking the server, a Client/Server Connection Timeout (mins) setting is used to disconnect the idle client session. By default, the timeout is set to 5 minutes.

If your Voicemail Pro client session has timed out, the Voicemail Pro client will prompt you whether to re-establish the session or close. You are then able to continue working in offline mode or to close the client.

2.3 The Main Voicemail Pro Window

The Voicemail Pro Client is a Windows interface used to customize the Voicemail Pro Server.



The parts of the Voicemail Pro Client window are:

- **Title Bar** 20
  The title bar indicates the telephony interface that is being used, namely IP Office or Intuity. If you are working offline, the title bar displays *Offline*. If you are working online, the name of the connected server is displayed.
- **Toolbar** 50
  The toolbar across the top of the window provides access to the Voicemail Pro options via icons instead of the menus.
- **Navigation Pane** 38
  The upper left Navigation pane contains an expandable/collapsible list of customizable voicemail start points.
- **Modules** 76
  The lower left Navigation pane contains a library of voicemail modules.
- **Details Pane** 38
  The details pane shows information relating to the option selected in the left-hand panel.

2.4 Logging Out

It can be useful to connect to a system to download the current system configuration and then disconnect and make changes offline. You can then test configuration changes offline before applying them to a live system.

To log out:

1. From the **File** menu, select **Log Out**.
2. You are logged out of the Voicemail Pro server and placed in offline mode. You can either make configuration changes offline and then log back in when you are ready or log on to a different server to work. See Logging in to the Voicemail Pro Server 20.

Note: Logging out is not the same as closing down with the Exit option. See Closing Down 36.

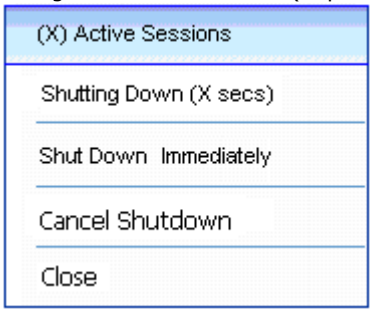
2.5 Voicemail Shutdown or Suspend

You can request that the Voicemail Pro server either shuts down or is suspended:

- **Suspend**
  The IP Office will stop sending calls to the Voicemail Pro server until it receives an instruction to resume voicemail or until the Voicemail Pro server is restarted.
- **Shut Down**
  The IP Office will stop sending calls to the Voicemail Pro server until the voicemail services are restarted or until the Voicemail Pro server is restarted.
- If a shut down is selected, the Voicemail Pro server will wait for all calls to cease before it shuts down. To do this it will first send a request to the IP Office hosting it, requesting that the IP Office stops sending any new calls to voicemail. Once all current calls have ended, the Voicemail Pro server will shut down.
- If an immediate shut down is selected, the system will end all calls in progress.
- If a Voicemail Pro server in a distributed voicemail setup is shut down, new calls to the Voicemail Pro server are routed to the central Voicemail Pro server.
- If the central Voicemail Pro server in the centralized voicemail with a backup server setup is shut down, new calls to voicemail are routed to the backup Voicemail Pro server.

Starting the Shut Down or Call Suspension Process

1. Select **File** and then **Voicemail Shutdown**.
2. Select one of the options:
   - **Continue**
     Selecting this option will start the polite shutdown process for the server. Once the server is shut down it can only be restart by restarting the Voicemail Pro service or restarting the Voicemail Proserver computer.
     - While the server is shutting down, selecting **File** again will display **Voicemail (...Shutting Down)**. Clicking on this will show a menu showing the status of the shut down and options to either cancel it or to change it to an immediate (impolite) shut down.

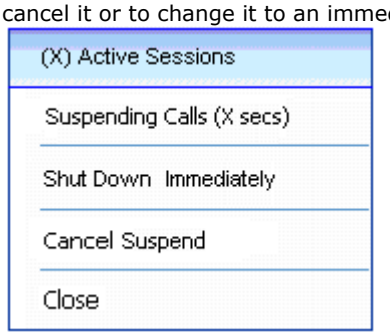


     - **Active Sessions**
       Displays the number of sessions (calls) currently in progress. The shut down will only occur when this reaches zero.
     - **Shutting Down**
       Displays the time for which the shutting down process has been running.
     - **Shut Down Immediately**
       Change the shut down to an immediate impolite shut down. Any current calls are disconnected.
     - **Cancel Shut Down**
       Cancel the shutting down process.

- Once the shut down is complete, the Voicemail Pro clients are the same as for off-line mode. To restart the server the server computer must be restarted.

- **Suspend Calls**
  Selecting this option will start the call suspension process for the server. Once the server is suspended, it can be restarted by selecting **File | Resume Voicemail**.

  - While the server is suspending calls, selecting **File** again will display **Voicemail (...Suspending Calls)**. Clicking on this will show a menu showing the status of the call suspension process and options to either cancel it or to change it to an immediate (impolite) shut down.

    - **Active Sessions**
      Displays the number of sessions (calls) currently in progress. The shut down will only occur when this reaches zero.
    - **Suspending Calls**
      Displays the time for which the shutting down process has been running.
    - **Shut Down Immediately**
      Change the shut down to an immediate impolite shut down. Any current calls are disconnected.
    - **Cancel Suspend**
      Cancel the shutting down process.

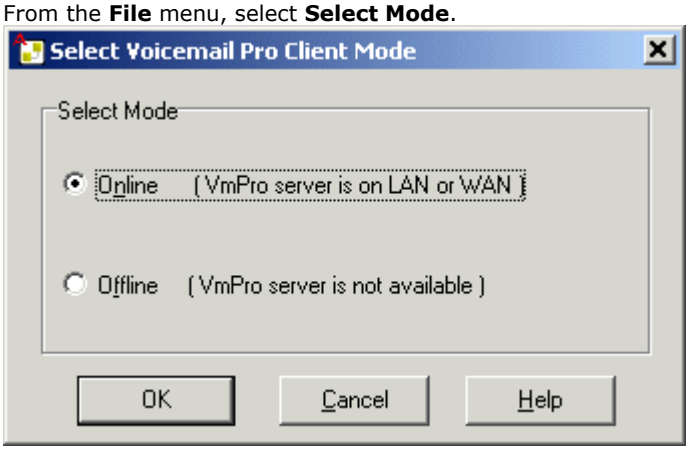
  - Once the server has suspended calls, selecting File again will display Voicemail Resume. Clicking on this will request the IP Office to resume routing calls to the Voicemail Pro server.

2.6 Changing Between Offline and Online Mode

It can be useful to connect to a system to get the current system configuration and then disconnect and make changes offline. If the Voicemail Pro client and server are on the same computer, you can switch between online and offline mode without having to log out.

To switch between online and offline mode:

1. From the **File** menu, select **Select Mode**.



   - **Online**
     If this option is selected, the client will display the menus for selecting the Voicemail Pro server to which it should then connect. If the server is remote, that is, not on the same computer as the client, the name and password of any administrator account 28 configured on the server will be required for access. The account used will determine the range of actions that can be performed on that server.
   - **Offline (Offline mode for Windows)**
     Select this option to use the client without connecting to a Voicemail Pro server. This mode can be used to view, edit and create call flows imported from a Voicemail Pro server or for export to a Voicemail Pro server.
   - **Offline (Offline mode for Linux)**
     This mode is similar to the Windows offline mode above. However, those call flow actions not available to a Voicemail Pro server running on a Linux based platform are grayed.

2. Select **Offline** to work offline or **Online** to connect to the server and work online. If you select **Online**, the normal login process 20 continues.

2.7 Administrator Accounts

Account Types

The different two types of account are:

- **Local Server Accounts** 28
  For Windows based server's you can create administrator accounts on the server. By default one account (**Administrator**) is created and can be used to connect to the voicemail server. Once connected, additional account can be created.
  - If a local administrator tries unsuccessfully to log in three consecutive times, the administrator account is locked and cannot be used for an hour. You can release a locked account by changing its **Status** from ***Locked*** to ***Inactive***. If the **Administrator** account gets locked, the server needs to be restarted.
- **IP Office Service User Accounts**
  For any server type, the security settings of the IP Office system can be used to create IP Office service users who can access the IP Office system's voicemail server. By default only the Administrator server user is enabled for such access.

Account Access Levels

For both types of account, the level of access is one of the following:

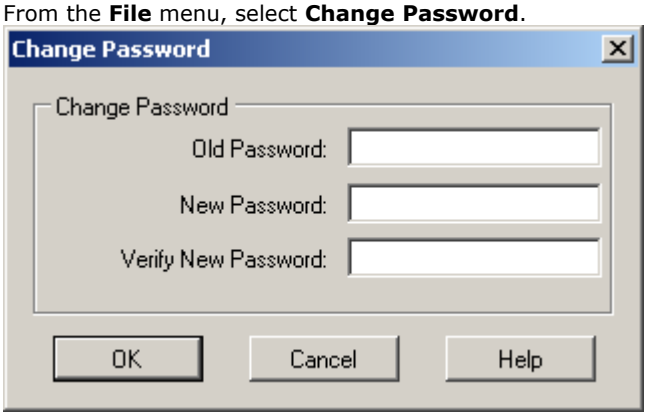
- **Basic**
  A basic account user can view most of the voicemail settings but can only edit alarms.
- **Standard**
  A standard account can perform administration of call flows using the client. A standard administrator can change their own password using **File | Change Password** 28 but they cannot add, remove or modify other administrator accounts.
- **Administrator**
  An administrator account can administer all settings including other server administrator account settings.

2.7.1 Changing Password

When logged in remotely using a local server account with either **Standard** or **Administrator** access, you can change the account password using the process below. In other scenarios, the password can be changed through the through the **Voicemail Pro Administrators** 28 settings.

To change your password:

1. From the **File** menu, select **Change Password**.



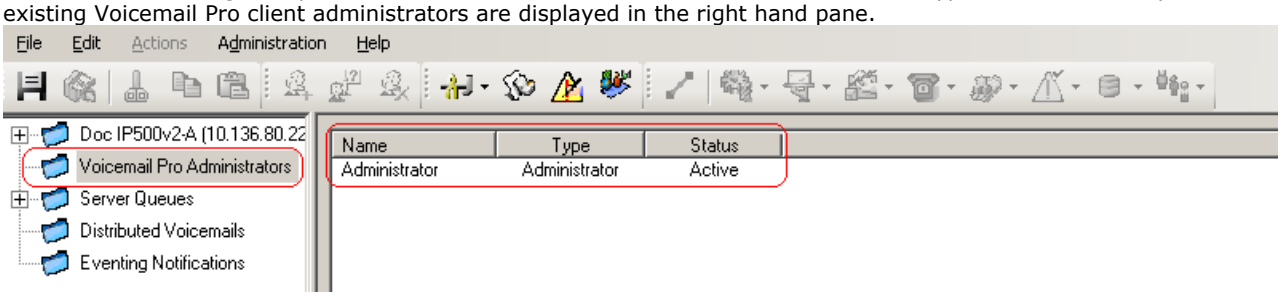
2. In the **New Password** box, type the new password.
3. In the **Confirm Password** box, retype the new password.
4. Click **OK**.

2.7.2 Editing Local Admin Accounts

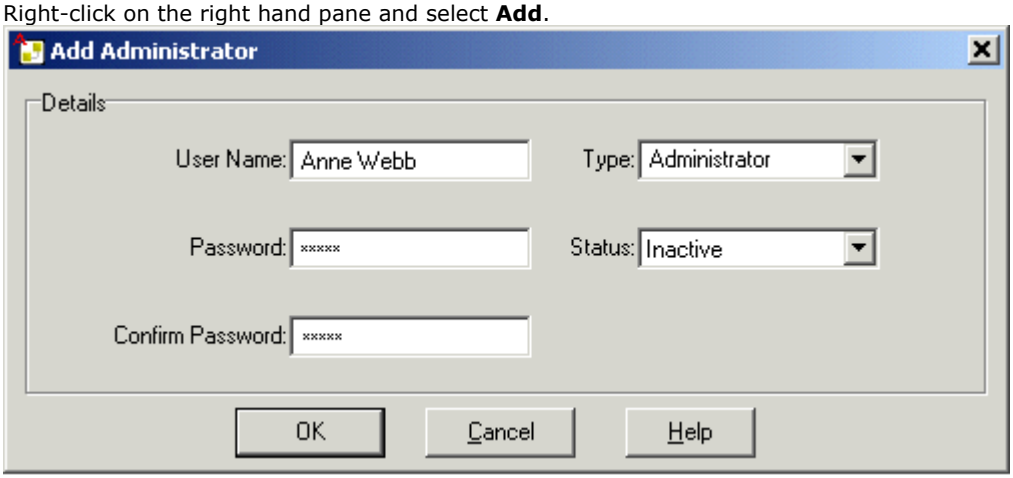
When logged in using an **Administrator** account, you can view and edit the local server administrator accounts. Note that if logged in remotely you cannot change the details of the account used for the login (you can still use **File | Change Password** 28 to change your own password).

To add a local administrator account:

1. In the left hand navigation pane, select **Voicemail Pro Administrators**. The name, type and status of any existing Voicemail Pro client administrators are displayed in the right hand pane.



2. Right-click on the right hand pane and select **Add**.



3. Enter the details for the new client user:

- **User Name**
  Enter a unique name for the administrator account. The name must be at least 5 characters long and must not contain spaces or any of the following characters: \ / : * ? < > | , ;.
- **Password** / **Confirm Password**
  Enter and confirm the password for the account. The password should comply following rules,
  - Minimum Length: 8
  - Maximum Length: 31
  - The password must include at least TWO of the following: Uppercase, lowercase, numbers, special character [#, *, etc].
- **Type**
  Select the type of account:
  - **Basic**
    A basic account user can view most of the voicemail settings but can only edit alarms.
  - **Standard**
    A standard account can perform administration of call flows using the client. A standard administrator can change their own password using **File | Change Password** 28 but they cannot add, remove or modify other administrator accounts.
  - **Administrator**
    An administrator account can administer all settings including other server administrator account settings.
- **Status**
  By default new users are created as ***Inactive***. Their status changes to ***Active*** when they connect to a Voicemail Pro server.

4. Click **OK**.
5. Click **Save and Make Live** to save the changes. The user created can now log into the Voicemail Pro Client Server, for more information, see Logging in to the Voicemail Pro Server 20.

To modify an account

1. Either double-click on the account in the display of administrators or right click on the account and select **Modify**.

To delete an account

1. Right-click on the account and select **Delete**.

2.7.3 Editing IP Office Security Users

Remote access to the voicemail server using the Voicemail Pro client is controlled by the IP Office systems security service user settings. By default, only the IP Office Administrator is configured for such access.

Each IP Office service user is a member of one or several rights groups. It is the rights group settings that control what the service user can do, including their level of Voicemail Pro server access.

To view and adjust rights group settings:

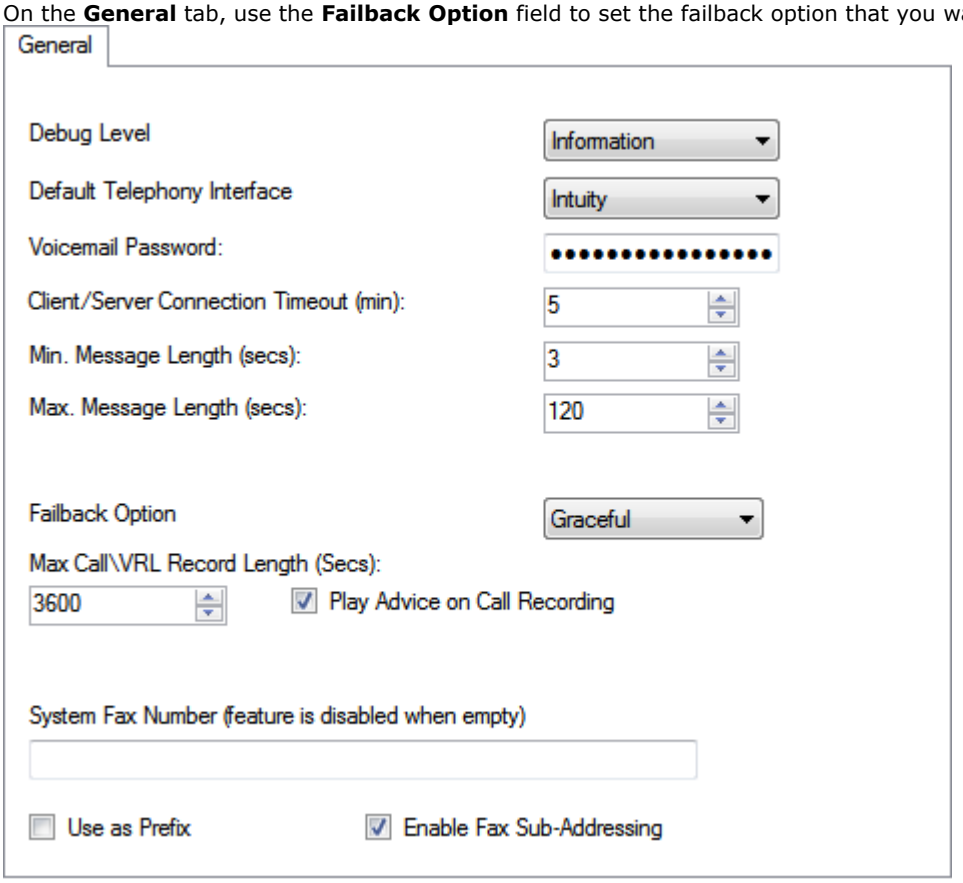
1. Using IP Office Manager, select **File | Advanced | Security Settings**.
2. Select the IP Office system and click **OK**.
3. Enter the name and password for access to the IP Office system's security settings.
4. Select **Rights Groups**.
5. Select the **External** tab. This tab include settings for level of voicemail server access allowed to members of the rights group.
   - **Voicemail Pro Basic**
     A user with this level of access can view most of the voicemail server settings but can only edit alarms.
   - **Voicemail Pro Standard**
     A user with this level of access can administer callflows. They cannot administer the local accounts used on Windows based Voicemail Pro server.
   - **Voicemail Pro Administrator**
     A user with this level of access can administer callflows and settings. They can also administer the local accounts used on a Windows based Voicemail Pro server.
6. Select a particular rights group in the list to see what level of access the rights group has.
7. If you make any changes, click **OK**.
8. Click on the to save the changes.

To change a service user's rights group memberships:

1. Using IP Office Manager, select **File | Advanced | Security Settings**.
2. Select the IP Office system and click **OK**.
3. Enter the name and password for access to the IP Office system's security settings.
4. Select **Service Users**.
5. Select the service user. The details shows the rights group of which that service user is a member.

2.8 Configuring Failback Option

1. From the **Administration** menu, select **Preferences** > **General**.
2. On the **General** tab, use the **Failback Option** field to set the failback option that you want to configure.



- **Manual**
  The system administrator has to initiate the failback operation.
- **Graceful** *(Default)*
  The backup server initiates the failback operation immediately after all the active voicemail calls on the backup server come to an end.
- **Automatic**
  The backup server initiates the failback operation immediately after the specified timeout period or after all the active voicemail calls on the backup server come to an end, whichever occurs first. If you select **Automatic Failback**, set a timeout (maximum 60 minutes) for the failback operation.

3. Click **OK**.

2.9 Saving Changes

Using Voicemail Pro Client, you can make changes to call flow settings and can save the changes. To apply the changes to the Voicemail Pro server operation, you must also make the changes live.

To save the changes in offline mode

1. Click **Save** to save the changes to the local database.
2. After you log in, click **Save & Make Live** to make the changes live.

To save the changes in online mode

Click **Save & Make Live** to save the changes and make the changes live.

To save the changes to a file

Click **Save as** to save the call flow database as a **.vmp** file.

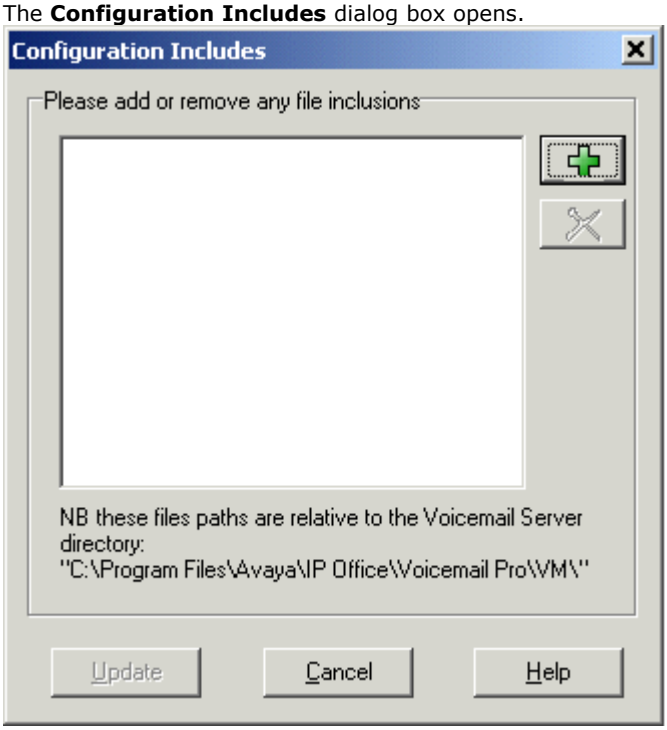
You can include 33 a ***.vmp*** file in the operation of any voicemail system.

2.10 Including Other Files

The settings of an existing **.vmp** file can be included into the Voicemail Pro settings.

To include other files:

1. From the **File menu**, select **Includes**.
   The **Configuration Includes** dialog box opens.



2. Click ✚.
   The **New Include File** dialog box opens.
3. Select a file to include.
4. Click **Open**.
5. Click **Update** to update the Voicemail Pro file settings.

Notes

- If you use included files, the Voicemail Pro database contains only the pointers to the names and locations of the files and not the actual files. Therefore, do not move or rename an included file. To prevent accidental moving or renaming of an included file, place the file in the same folder as **Root.vmp** before you include it.
- Click ✕ to remove an included file. The highlighted file is removed but not deleted.

2.11 Importing or Exporting Data

Use the **Import or Export Data** wizard to migrate Voicemail Pro configuration data from one system to another.

You can select from one of the following file formats depending on the configuration items that you want to migrate:

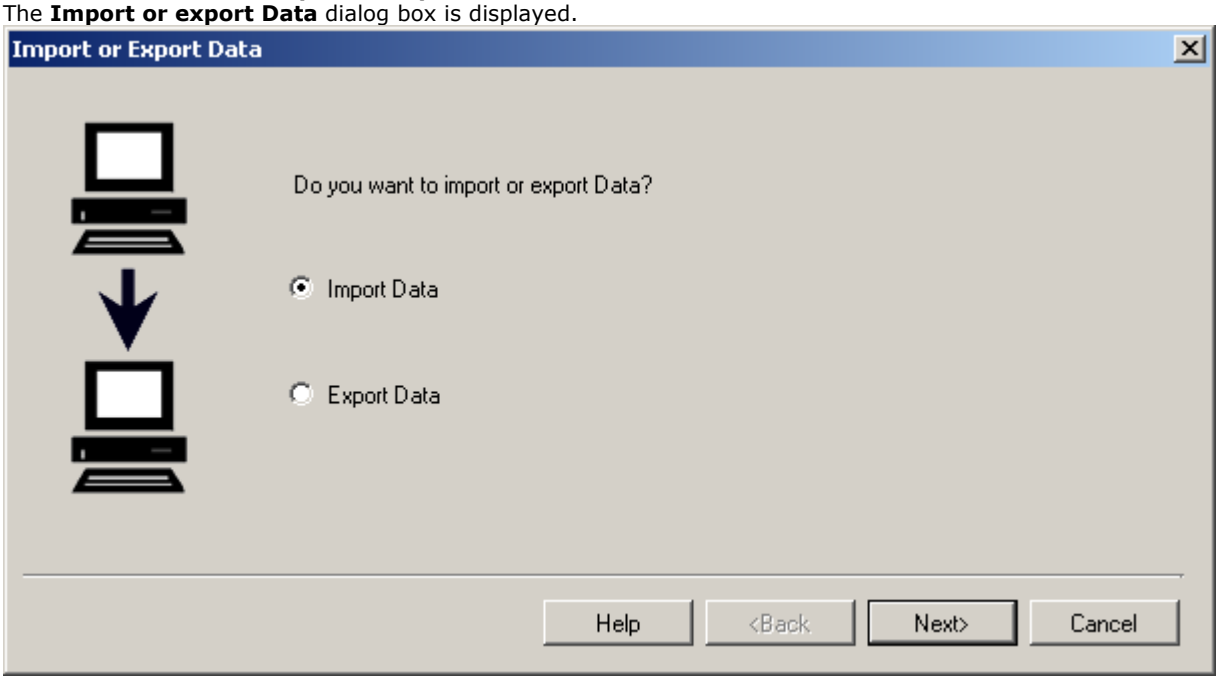
- **.mdb**: To migrate the entire call flow database from one Voicemail Pro system to another. You can use a *.mdb* file to migrate the database when upgrading your Voicemail Pro system to a later release. A *.mdb* file includes the following items:
  - Modules
  - Conditions
  - Campaigns
- **.tar.gz**: To migrate the entire configurations settings from one Voicemail Pro system to another. The option to migrate the entire configurations settings gives you the flexibility to develop and test call flows, prompts, and settings on one system before migrating them to another and is helpful in call flow management on single or multiple remote Voicemail Pro systems. A *.tar.gz* file includes the following items:
  - Call flow database that includes modules, conditions, and campaigns
  - Prompts
  - Voicemail Pro system settings

Note: The option to migrate the entire configuration settings is available only if you launch Voicemail Pro Client from Avaya IP Office Web Manager running on an IP Office Server Edition server that is deployed as an Application Server.

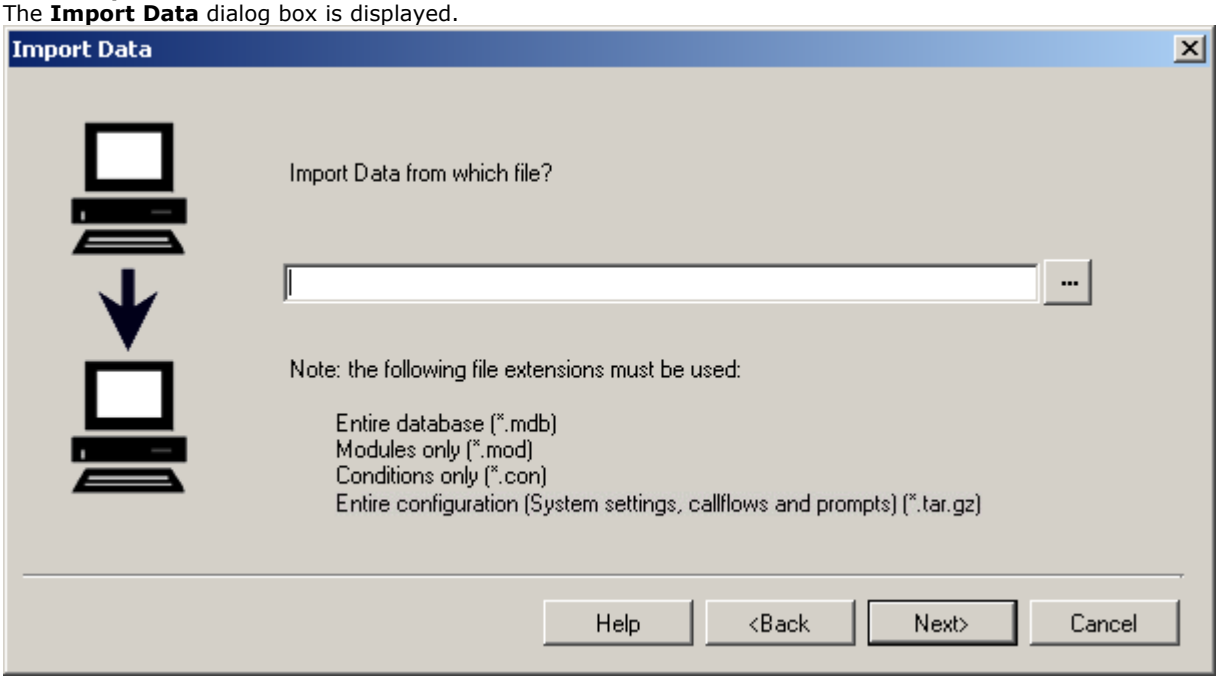
- **.mod**: To migrate only modules from one Voicemail Pro system to another.
- **.con**: To migrate only conditions from one Voicemail Pro system to another.

2.11.1 Importing Data

1. On the **File** menu, click **Import or Export**.
   The **Import or export Data** dialog box is displayed.



2. Select **Import Data** and click **Next**.
   The **Import Data** dialog box is displayed.



3. Enter the path and name of the file that you want to import. Alternatively, click the button to browse to the file, and click **Open**.

Tip: Use a *.mdb* file for the entire call flow database, a *.mod* file for modules only, a *.con* file for conditions only, and a *.tar.gz* for the entire configuration settings including the prompts.

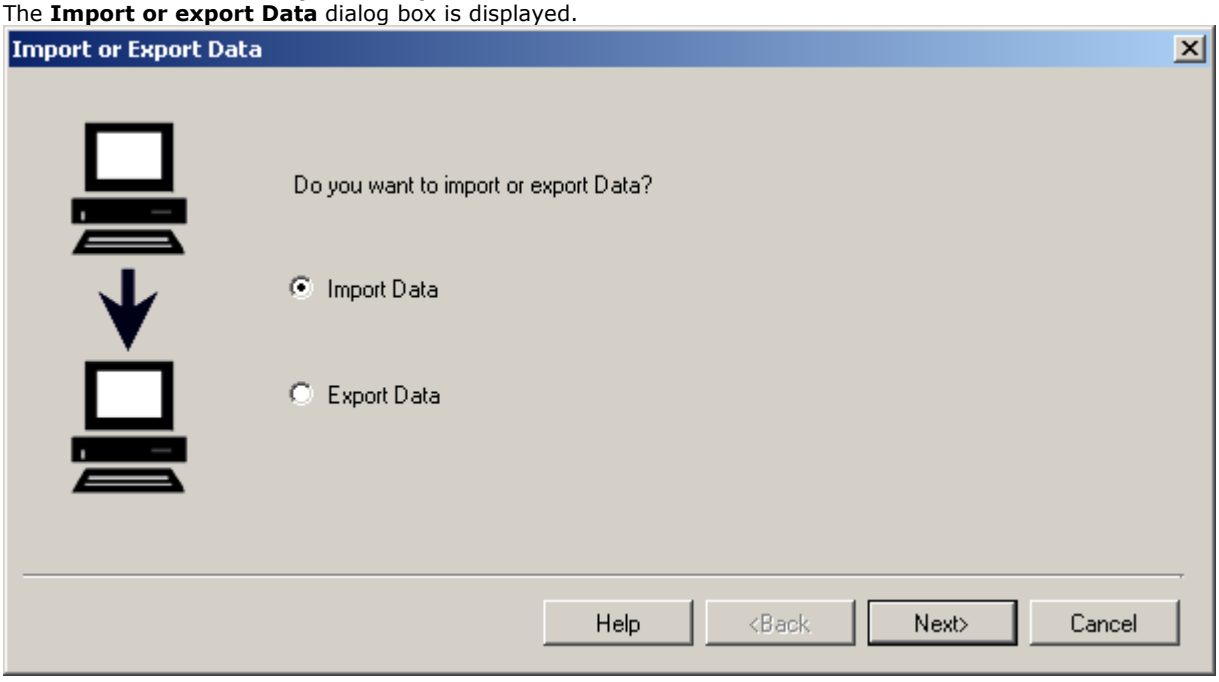
4. Click **Next**.
5. If you are importing a *.con* or a *.mod* file type, then in the displayed list, select the items that you want to import and click **Next**.
6. Click **Finish** and then **Close**.
7. Click **Save & Make Live** before you close the Voicemail Pro Client to apply the imported data.

Important:

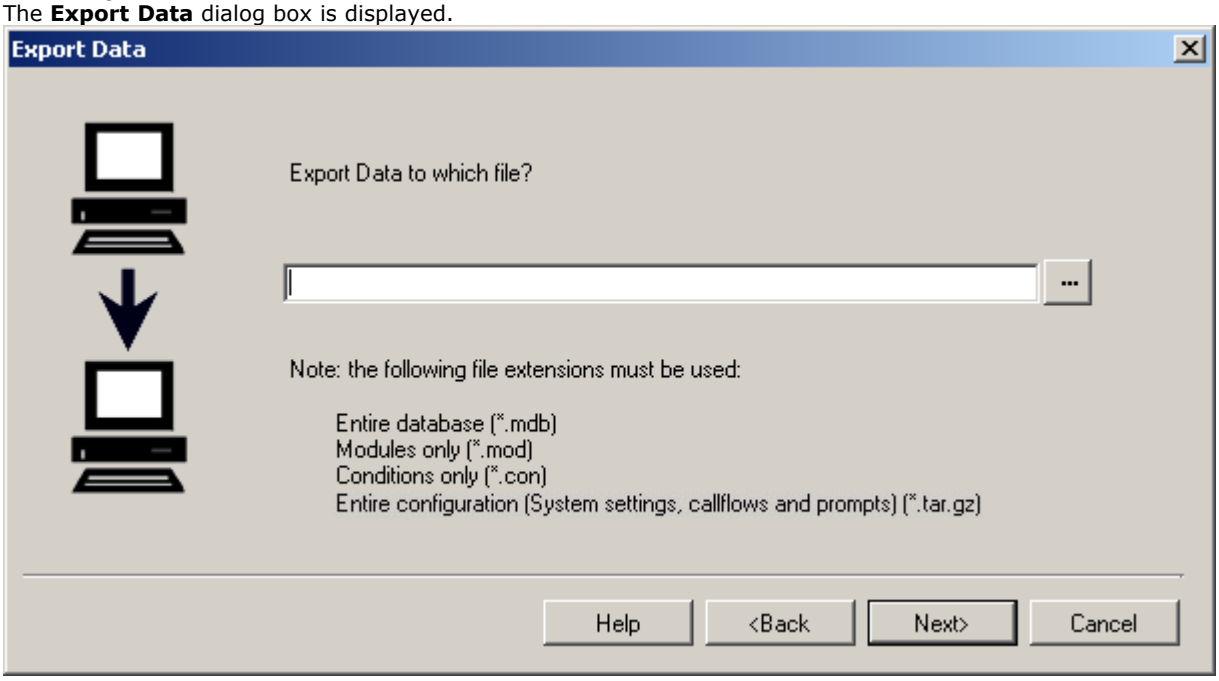
- The contents of an imported *.mdb* file overwrite the contents of the existing database. A copy of the existing database is saved in the folder **DB Backup** for a backup.
- The modules in an imported *.mod* file overwrite any existing modules with the matching module names.
- The conditions in an imported *.con* file overwrite any existing conditions with the matching condition names.
- Unless you use a *.tar.gz* file to migrate the entire configurations settings, migrate the prompts as separate items or re-record them.

2.11.2 Exporting Data

1. On the **File** menu, click **Import or Export**.
   The **Import or export Data** dialog box is displayed.



2. Select **Export Data** and click **Next**.
   The **Export Data** dialog box is displayed.



3. Enter the path and name of the file that you want to export. Alternatively, click the button to browse to the file path, select a file type, enter a name for the file that you want to export, and click **Open**.

Tip: Use a *.mdb* file for the entire call flow database, a *.mod* file for modules only, a *.con* file for conditions only, and a *.tar.gz* for the entire configuration settings including the prompts.

4. Click **Next**.

5. If you are exporting a *.con* or a *.mod* file type, then in the displayed list, select the items that you want to export and click **Next**.

6. Click **Finish** and then **Close**.

2.12 Closing Down

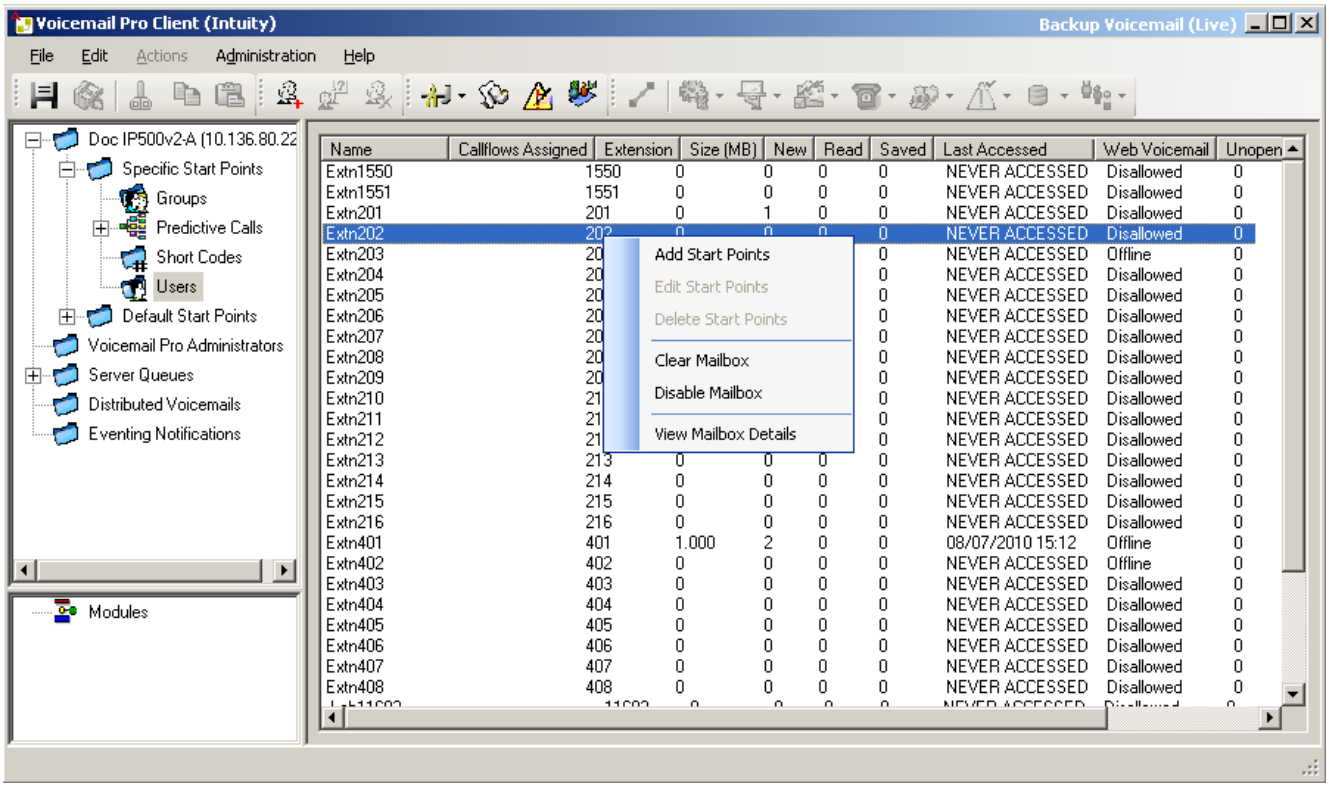
When you have finished working, you can close down the Voicemail Pro Client.

To close the Voicemail Pro Client:

1. From the File menu, select **Exit**.
2. If you have not made any changes, the Voicemail Pro Client closes and you are returned to the desktop. If you have made any changes, the system prompts you whether you want to save the changes.
3. If you do not want to save your changes, click **No**. No changes are saved. If you want to save your changes, click **Yes**. Your changes are saved but not made live.
4. If you want to make the changes live, click **Save & make Live**.

2.13 Using the Navigation and Details Panes

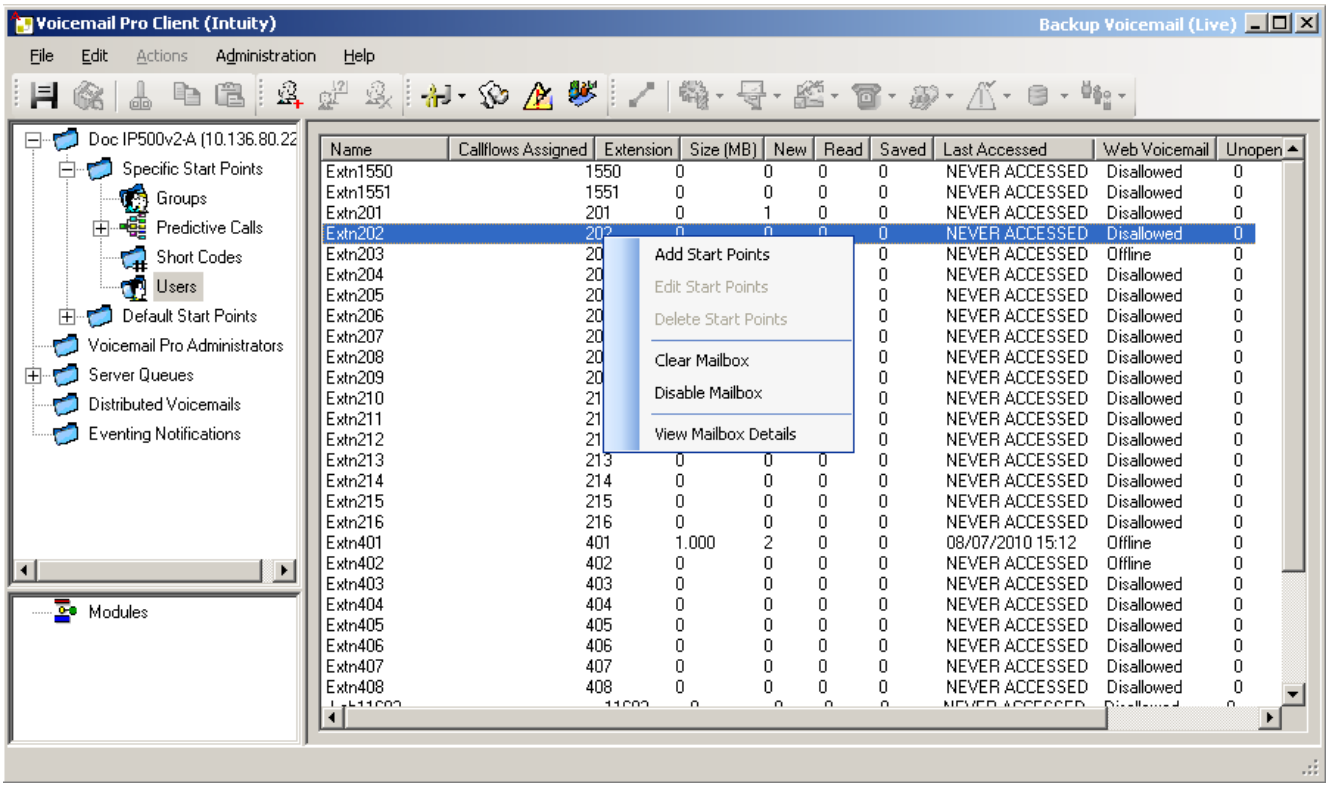
The information displayed in the main right-hand window of the Voicemail Pro client depends on what is currently selected in the left-hand navigation windows. For instance, if **Users** is selected, details of all the user mailboxes and the messages in those mailboxes is displayed.



- **Specific Start Points** 72
  The start points are used to create and edit call flows. Each of the different types of call flow created is group under icons for users, groups and short codes. Double-clicking on those icons will expand or collapse the list of individual start points of that type.
  - **Users/ Groups** 39
    Clicking on these icons will display a summary of the user or group mailboxes on the Voicemail Pro server. Information about the size and contents of the mailbox is displayed and some key settings. You can right click on the mailbox to perform various actions.
  - **Predictive Calls**
    This section is used to create call flows for predictive calls made by Avaya Outbound Contact Express.
  - **Short Codes**
    Clicking on this icon will display a list of the short code start points configured on the server.
- **Default Start Points** 74
  These icons are used to display the default call flows for different types of voicemail operations.
- **Voicemail Pro Administrators** 45
  Clicking on this icon will display a list of administrator accounts configured on the Voicemail Pro server. These are accounts used for remote access to the server.
- **Server Queues**
  - **Alarms** 46
    Click on this icon will display a list of outgoing alarm calls that the Voicemail Pro server is current scheduled to make. The list can be used to edit, delete and add alarms.
  - **Outcalls** 48
    Clicking on this icon will display a list of calls (other than alarms) that the Voicemail Pro server is currently scheduled to make. These are typically calls to inform users of new messages in their mailbox. The list can be used to edit the call settings.
  - **User Variables** 83
    User variable are values stored by the Voicemail Pro server which can be written to and read by actions within call flows. Clicking on the icon will display a list of the user variables and their current values. The list can be used to manually change the value of a variable.

2.13.1 Users / Groups

When you click on **Users** or **Groups** in the left-hand navigation pane, the right-hand pane displays information about the user or group mailboxes.



The information can be sorted by clicking on the column headers. The information available is:

- **Name**
  The user or group name used for the mailbox creation.
- **Callflows Assigned**
  The customized call flows created for the mailbox.
- **Extension**
  The associated extension number for the mailbox.
- **Size (MB)**
  The current size for the mailbox messages, recordings and prompts. The maximum size for a mailbox is 60 MB.
- **New**
  The number of new messages in the mailbox.
- **Read**
  The number of read messages in the mailbox.
- **Saved**
  The number of messages marked as saved in the mailbox.
- **Last Accessed**
  The date and time the mailbox was last accessed.
- **Web Voicemail**
  Whether the mailbox is accessible via UMS Web Voicemail and whether it is currently being accessed.
- **Unopened**
  The number of messages in the mailbox that have never been opened. This is different from new as messages can be changed from being read or saved to being marked as new.
- **Exchange Messages**
  Whether the mailbox is configured to forward messages to an exchange server e-mail account.

If you right-click a mailbox, a list of options is available:

- **Add Start Points / Edit Start Points / Delete Start Points**
  If the mailbox has any customized call flow start points setup, they are listed in the **Callflows Assigned** column. Use these options to add additional start points. A list of start point types is displayed which you can then select or deselect. Selecting an option will create a matching start point for the mailbox. Deselecting an option will delete the matching start point and any content.

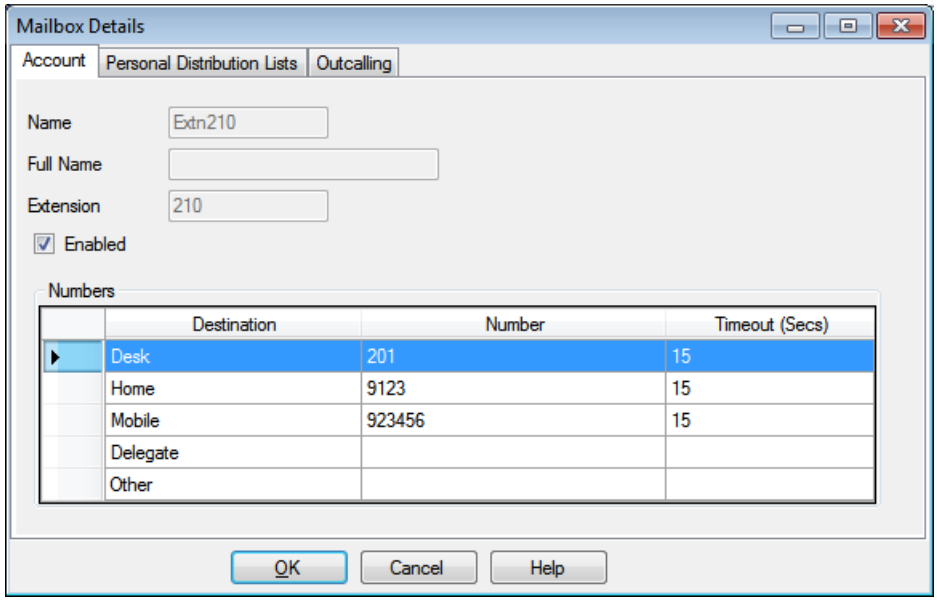
- **Clear Mailbox**
  This option will reset the mailbox. All existing messages and recordings are deleted and any prompts such as the user name and greeting prompts. The mailbox password is not reset. This action is not applied to messages for users using an Exchange server as their message store.
- **Disable Mailbox**
  This option will stop the use of mailbox to receive messages. This includes the forwarding of messages to the mailbox and manual or automatic recording placing recordings into the mailbox. If you select this option, also disable the **Voicemail On** setting within the IP Office configuration to prevent IP Office from using the mailbox. This option does not affect any existing messages in the mailbox. Disabled mailboxes are listed as ***DISABLED*** in the **Last Accessed** column. See Disabling a Mailbox 226.
- **View Mailbox Details**
  This option is available for user mailboxes. Use this option to view and edit various user mailbox settings including the user's alternate numbers, outcalling settings and personal distribution lists.

2.13.1.1 Mailbox Details

Right-click on a user mailbox and select View Mailbox Details to display a menu with a number of tabs. These can be used to view and edit some of the user's mailbox settings.

Account

This tab display basic mailbox user settings.



- **Enabled**
  This check box indicates whether the user's voicemail mailbox is currently enabled or not.
- **Numbers**
  These numbers are used for outcalling 228 if configured for the user. Each number specified can then be used as a target for outcalling calls or in an escalation list of targets for outcalling. The Timeout is used to set how long an outcalling attempt should ring the number before stopping. If the target number has its own voicemail system, the timeout should be set lower than the time it takes for that voicemail system to answer unanswered calls.

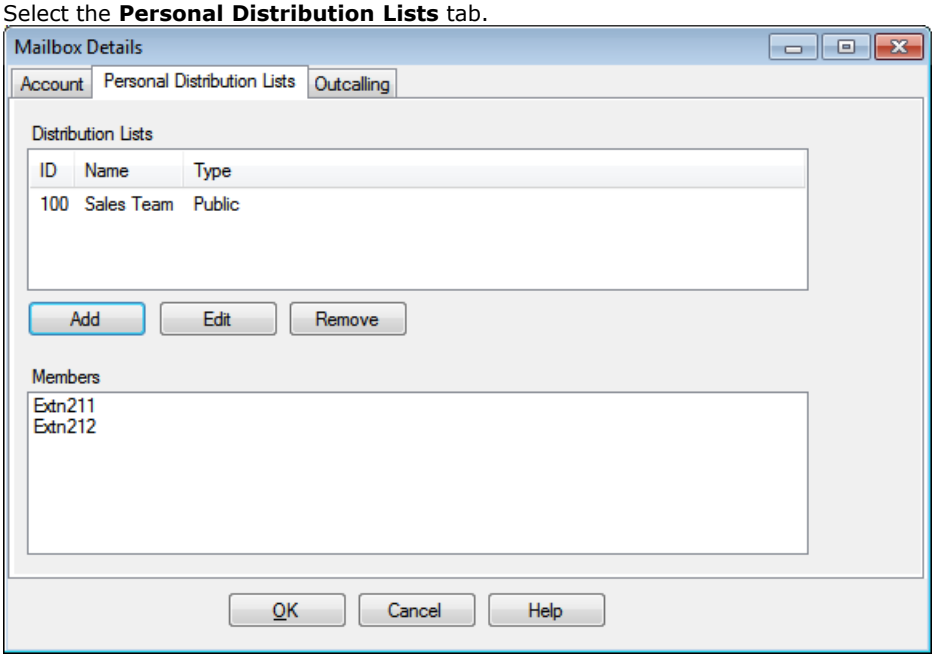
Personal Distributions Lists

Intuity mode mailbox users can user personal distribution lists as the destination for voicemail messages they are sending or forwarding to other mailbox user. This saves them having to enter the individual mailbox numbers each time. Users can configure their distribution lists through the mailbox's telephone user menus. Using Voicemail Pro you can view and edit each user's distribution lists.

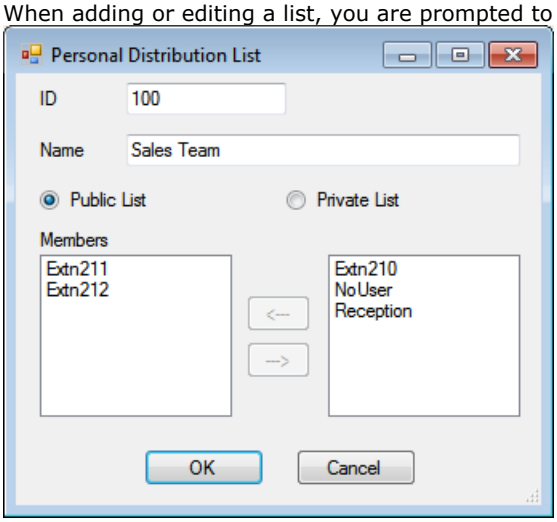
Each user mailbox can have up to 20 distribution lists. Each list can contain up to 360 mailboxes and can be set as either public or private. Private lists can be used only by the mailbox user. Public lists can be used by other mailbox users when they forward a message. However, public lists cannot be modified by other users.

To configure a user's distribution lists:

1. Click on Users in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it. Select the option **Mailbox Administration**.
3. Select the **Personal Distribution Lists** tab.



4. To show the mailboxes in an existing list click on the list. The existing members are shown in the bottom panel.
5. When adding or editing a list, you are prompted to specify the list name, type and members.

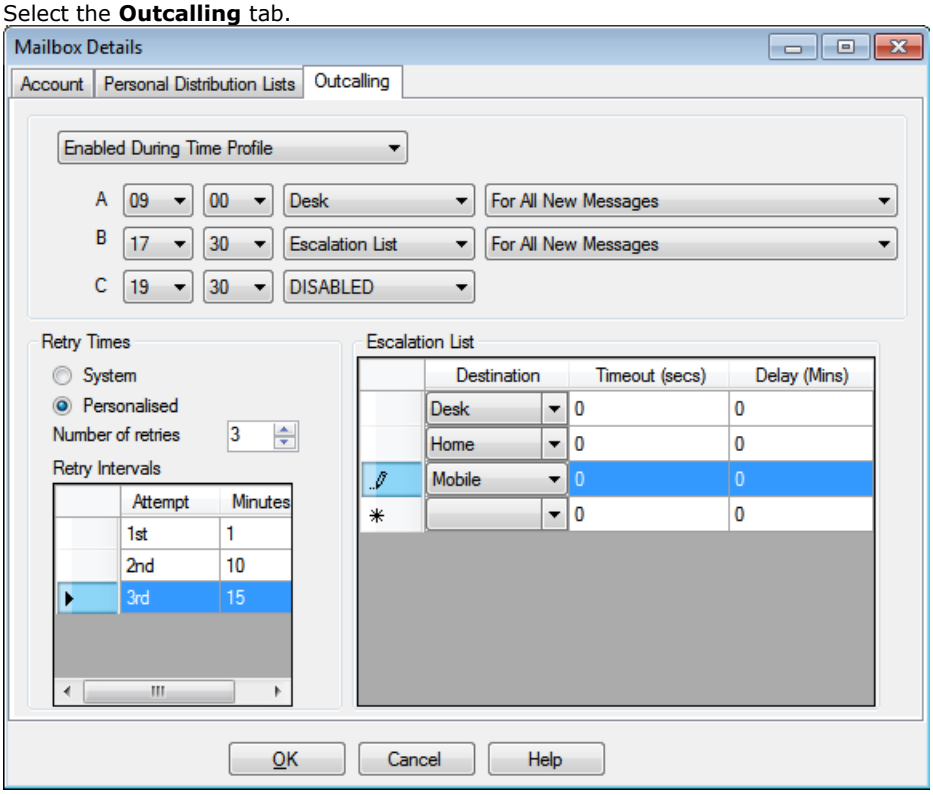


Outcalling

These options are greyed-out and outcalling disabled is outcalling is not allowed. See Outcalling.

To configure a users outcalling settings:

1. Click **Users** in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it. Select **View Mailbox Details**.
3. Select the **Outcalling** tab.

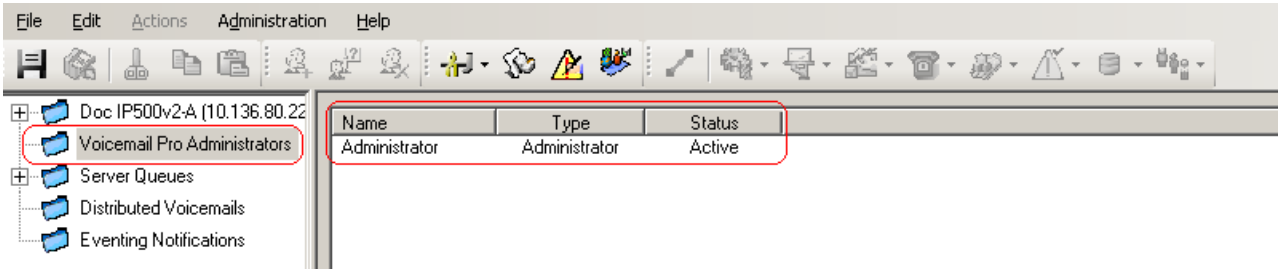


- The top drop-down is used to select the type of outcalling and the destination for outcalling. For each, the outcalling destination and the type of message for which outcalling should be used can be selected.
  - **Disabled**
    Switch off outcalling for the user.
  - **Enabled Always**
  - **Enabled During Time Profile**
    Use this option to specify a user specific time profile for outcalling.
  - **Enabled During Peak Time**
    Use outcalling during the peak time period defined on the Voicemail Pro server.
  - **Enabled During Prime Time**
    Use outcalling during the prime time 228 period defined on the Voicemail Pro server.
- **Retry Times**
  - **System**
    Use the default retry settings configured on the Voicemail Pro server.
  - **Personalized**
    Use the options below to configure user specific retry settings.
    - **Number of Retries**
      Up to 10 retries can be specified.
    - **Retry Intervals**
      These values set the interval between one notification attempt and the next (not including the actual outcalling ringing time for the outcalling destination). The first 5 retries can be given varying intervals between 0 and 60 minutes. To change a value click on it and enter the new value. When more than 5 retries are selected, the default value is used for all retries after the fifth retry.

- **Escalation List**
  An escalation list can be used as the destination for an outcalling attempt. The list can contain up to 9 entries selected from the user's account settings. The same number can be used more than once if required. For each number in the list you can set how long it should be rung and also the delay before trying the next number in the escalation list. If multiple retries have been configured, the full escalation list must be completed before the next retry begins.

2.13.2 Voicemail Pro Administrators

If you log in locally or if you log in remotely using an **Administrator** account, you can view and edit the administrator accounts 28. Note that if logged in remotely you cannot change the details of the account used for the login (you can still use **File | Change Password** 28 to change your own password).



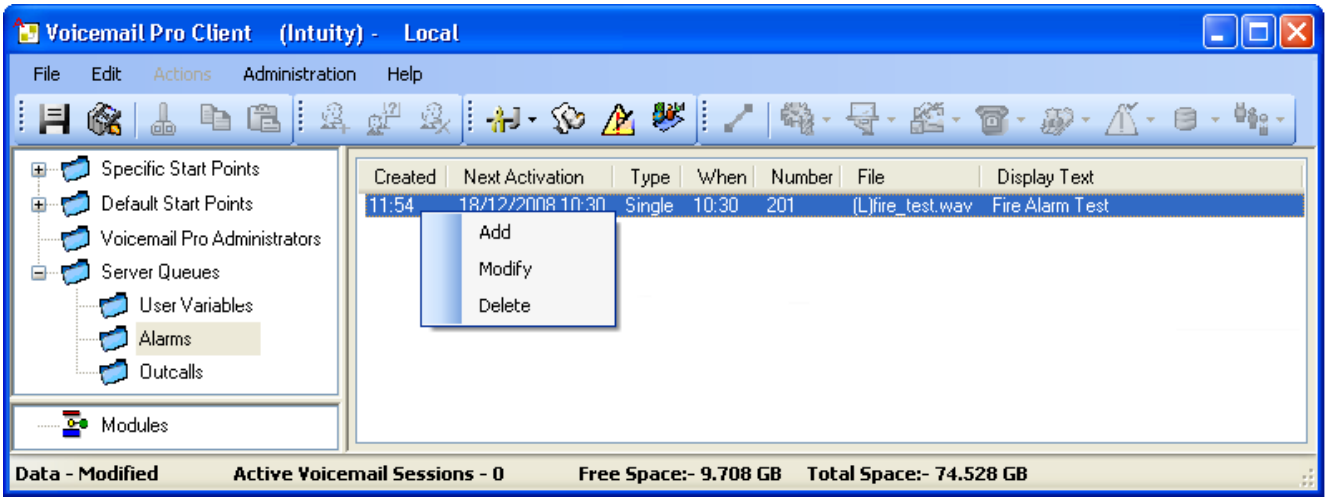
2.13.3 Server Queues

2.13.3.1 Alarms

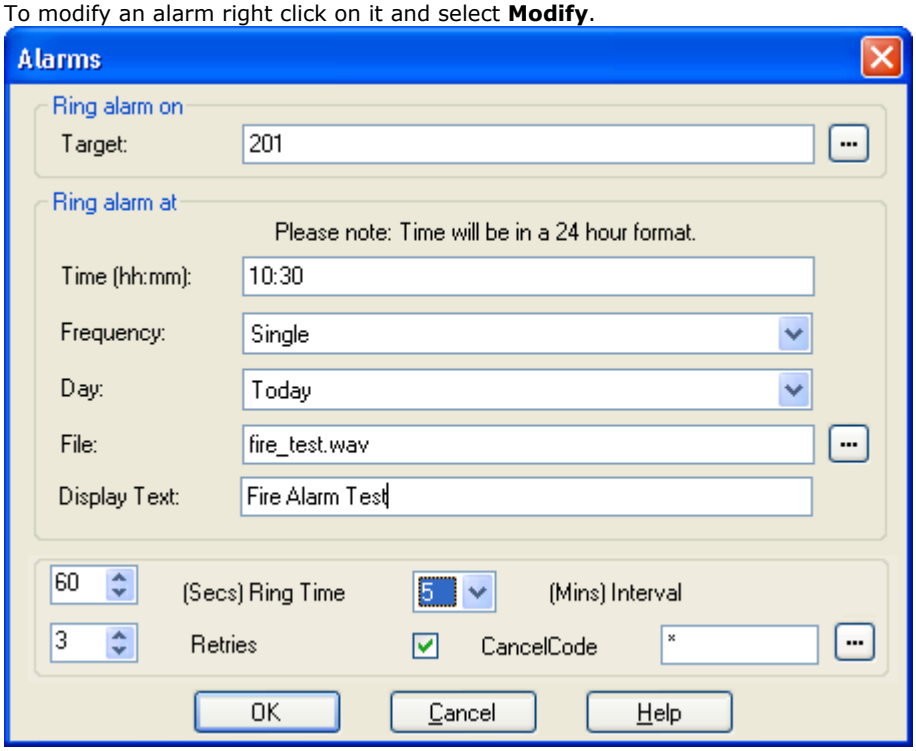
The voicemail server can be configured to make alarm calls to users. This is done by directing a caller to an **Alarm Set** 151 action in a callflow. As an administrator, you can also view the alarms that have been set and also edit those alarms. You can also manually add additional alarms.

For Linux based servers, they can also be viewed and edited through the server's web management menus 294.

- The Voicemail Pro is limited to 2 outgoing alarm calls at the same time (subject to voicemail port availability). Any additional alarm calls are delayed until the existing alarm calls have been completed.



- To delete an existing alarm, right click on it and select **Delete**.
- To add an alarm right click and select **Add**, then use the settings below.
- To modify an alarm right click on it and select **Modify**.



- **Time (hh:mm)**
  Set the alarm time in 24-hour format (*hh:mm* or *hhmm*). A time value can be entered or a call variable 80 can be used. If left blank or if the call variable used is not a valid time value, the call flow user will be asked to enter a time the same as if **Ask Caller** was selected.
- **Frequency**
  Sets how often the alarm should occur. The options are ***Single***, ***Daily*** or ***Weekly***. A variable with value 1, 2 or 3 respectively can be used.
- **Day**
  Useable with ***Single*** and ***Weekly*** alarms. Set the day for the alarm. The option ***Today*** is also available for alarms where the **Frequency** is set as ***Single***.

- **File**
  This field is optional. If a file is specified here it is used for the alarm call. If no file is specified the default alarm message (*"This is an alarm call, please hang up"*) is used.
- **Display Text**
  By default the alarm will display *"Alarm"* on the target if it is an Avaya display telephone. This field can be used to customize the text used.
- **Ring Time:** *Default = 60 seconds. Range = 5 to 120 seconds.*
  This field set the length of ring time used for the alarm call if not answered.
- **Retries:** *Default = 0 (Off). Range = 0 to 10.*
  This field can be used to specify how many times the alarm should be repeated if it is not answered and cleared. When a value other than ***0*** is selected, the Interval option becomes available to specify the interval between repeats.
- **Interval:** *Default = None (Off).*
  If a number of retires is specified, this option can be used to select the number of minutes between repeated alarm attempts until the alarm is cleared.
- **Cancel Code:** *Default = Off.*
  When off, the alarm is cleared if the alarm call is answered. If on, a dialing code can be specified. If the correct code is not dialed in response to an alarm, the alarm is not cleared and will repeat if retries have been specified.
  - **Cancel Code:** *Default = * , Range = Up to 4 digits.*
    This field is used to enter the dialing required to clear the alarm call. The value * will match any dialing. To cancel the alarm, the cancel code must be entered followed by the hash key (**#**). The file used to play the alarm message must mention the cancel code and the fact that cancel code must be followed by the hash key (**#**).

2.13.3.2 Outcalls

When you click on **Outcalls** in the left hand navigation pane, details of any currently set calls are displayed in the right hand pane. These are calls being made by the Voicemail Pro server.

The types of calls that are displayed are listed below. Voicemail Pro server can also be configured for alarm calls, those are displayed on a separate alarms page 46 on which they can also be configured. The information displayed for the calls are:

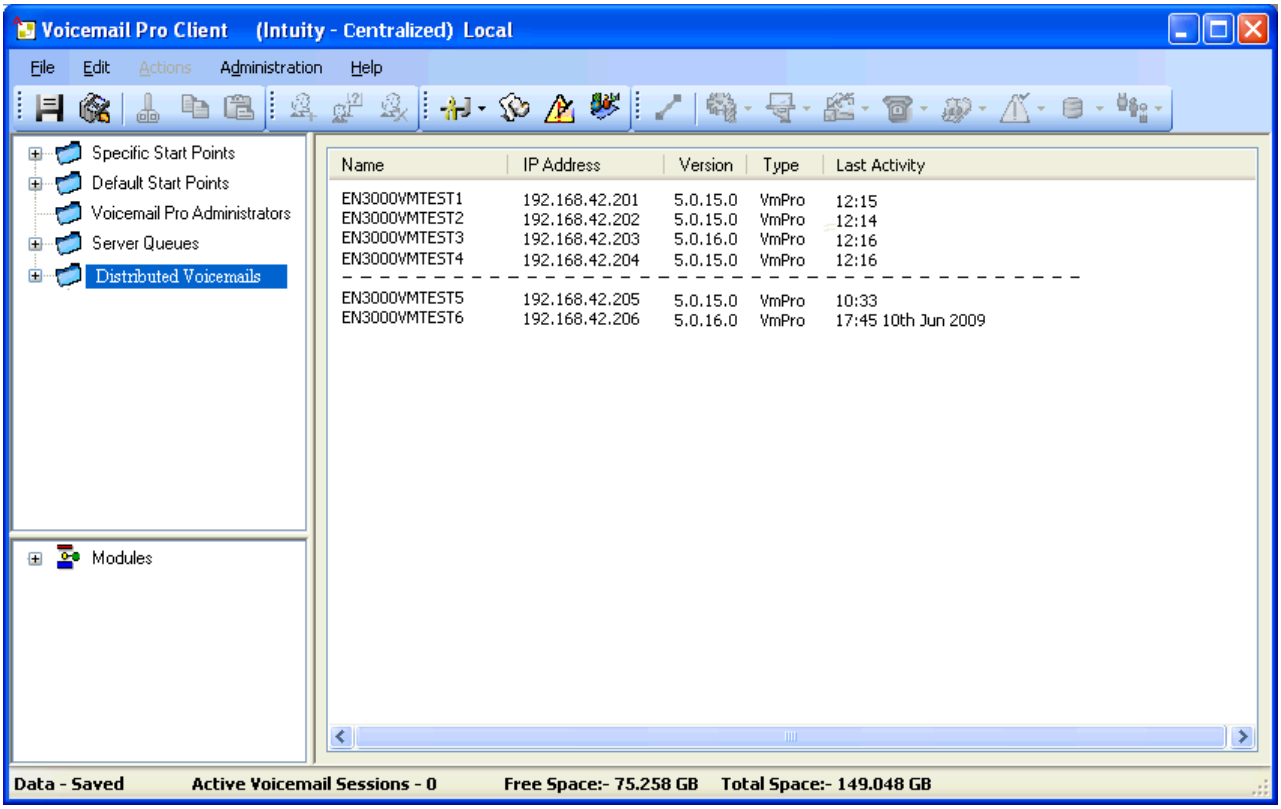
- **Type**
  The type of outgoing call.
  - **Callback**
    These are new message notification calls being made for mailbox users configured for remote callback 232.
  - **Outbound Alert**
    These are new message notification calls being made for mailbox users configured for outcalling 234.
- **Created**
  The time and data at which the outgoing call was configured on the Voicemail Pro server.
- **State**
  The current state of the outgoing call. The options are: ***Failed***, ***In Progress***, ***Conference***, ***Queued*** and ***Suspended***.
- **Attempts**
  The number of times the Voicemail Pro server has attempted to place the alert call.
- **Next Attempt**
  The time and data of the next outgoing call attempt.
- **Target**
  The target number for the next call attempt.

Channel Restrictions

- The Voicemail Pro server has restrictions on the number of channels it can use for different types of outgoing calls that it can make. These limits are separate for each of the call types. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by **Voicemail Channel Reservation** settings.
  - Outcalling can use up to 5 channels at any time.
  - Conference center invitation calls can use up to 5 channels at any time.
  - Callback calls can use up to 2 channels at any time.
  - Alarm calls can use up to 2 channels at any time.

2.13.4 Distributed Voicemails

This screen displays information about the other Voicemail Pro servers when distributed voicemail is being used in an IP Office Small Community Network.



2.13.5 Eventing Notification

Selecting this option will display a list of applications that are using the Voicemail Pro server to receive mailbox information. The type of notifications which the application has requested are shown. An example would be the one-X Portal for IP Office server requesting user mailbox information about the number of messages and about the user greetings.

2.14 Toolbar Icons

The Voicemail Pro screen includes the following icons. Some of the icons are grayed out depending on the area of the Voicemail Pro screen that is active.

- Save as 32
- Save and Make Live 32
- Cut
- Copy
- Paste
- Add Start Point 75
- Edit Start Point 75
- Delete Start Point 75
- Preferences 174
- User Defined Variables 83
- Conditions Editor 62
- Campaigns 338
- Connection
- Basic Actions 99
- Mailbox Actions 119
- Configuration Actions 126
- Telephony Actions 131
- Miscellaneous Actions 148
- Condition Actions 157
- Database Actions 164
- Queue Actions 168

2.15 Viewing Call Flows as Text

For support calls and diagnostic purposes it can be useful to view Voicemail Pro modules and start points as text files. You can then display the contents of the text file on the screen. The file can be changed as you would change any other text file.

To view a start point or module as text:

1. Select **File menu | View as Text**. A Notepad window opens. The txt file contains information of all Conditions and Campaigns as well as all call flow details.

2.16 Backup and Restore Functions

For Windows based servers, the Voicemail Pro client can be used to perform backup and restore functions. This includes configuring scheduled backups and backing up to a remote FTP server. The client can also be used to restore previous backup files.

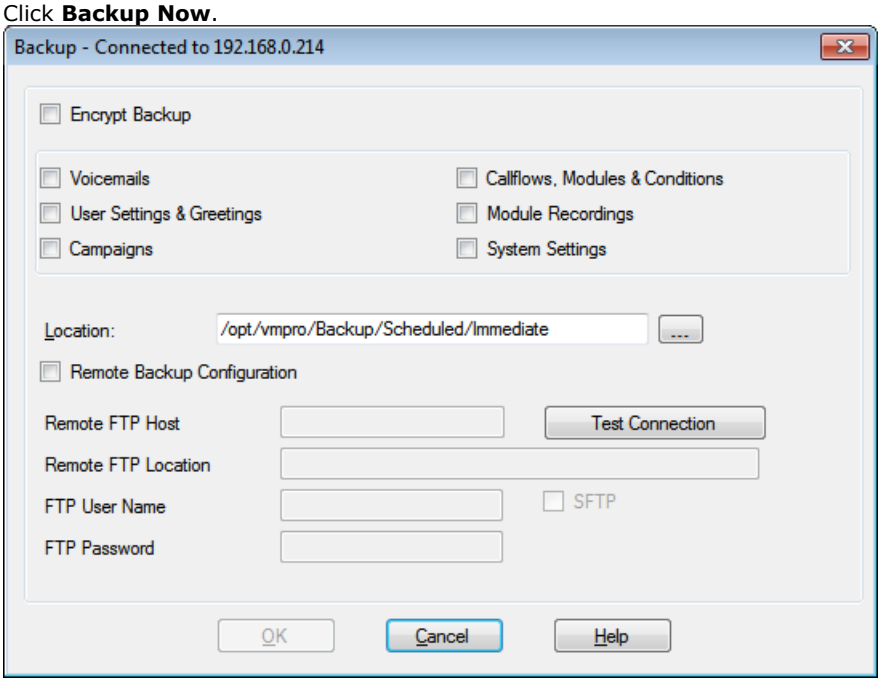
For Linux based servers, whilst the Voicemail Pro client can still be used to perform backups, it is recommended that the web management menus are used instead. The web management menus can be used to backup and restore to and from remote servers (FTP, HTTP, HTTPS, SFTP, SCP). See Using Web Management 295.

2.16.1 Immediate Backups

Using the Voicemail Pro client, you can create an immediate backup.

To take an immediate backup:

1. Open the Voicemail Pro Client application and connect to Voicemail Pro server.
2. From the **Administration** menu, select **Preferences** > **General**.
3. Click the **Backup & Restore** tab.
4. Click **Backup Now**.



5. If you want to protect backup files from unintended and malicious tampering, select the **Encrypt Backup** check box.
6. Select the items that you want to include in the backup. You can choose from the following:
   - **Voicemails:** The voice messages received in the user and hunt group mailboxes.
   - **User Greetings & Settings:** The personal and temporary greetings, greeting configuration settings, mailbox configuration settings, outcalling configuration settings, and custom recordings.
   - **Campaigns:** The responses received for campaigns.
   - **Callflows, Modules & Conditions:** The callflows, modules, conditions, and meta information for campaigns.
   - **Module Recordings:** The recordings for the various modules.
   - **System Settings:** The settings like Voicemail Pro settings, COS settings, debug settings, and so on.
7. To save the backup files locally, enter a local file path (that is, *C:\filepath*) or a remote file path in UNC format (that is, *\\server\filepath*) in **Location**.
   - Windows Server default path: ***C:\Program Files (x86)\Avaya\IP Office\Voicemail Pro\Backup\Scheduled***.
   - Linux server default path: ***/opt/vmpro/Backup/Schedule***.
   - On a Unified Communications Module, the paths ***/media/sdb1*** and ***/media/sdc1*** can be used to access the modules USB slots.
8. If you want to save the backup files to a remote FTP server, select **Remote Backup Configuration** and proceed as follows:
   - Enter the host name or the IP address of the remote FTP server in **Remote FTP Host**.

- Enter the absolute FTP path of the folder on the remote FTP server in **Remote FTP Location**.
- Enter the FTP user name in **FTP User Name**.
- Enter the FTP password in **FTP Password**.
- If you want to use SFTP for data transfer, select **SFTP**.
- Click **Test Connection** to verify the connectivity of the Voicemail Pro server to the remote FTP or SFTP server. If you receive an error message about the authenticity of the host, see SFTP Host Key Verification 375.

9. Click **OK** to start the backup.

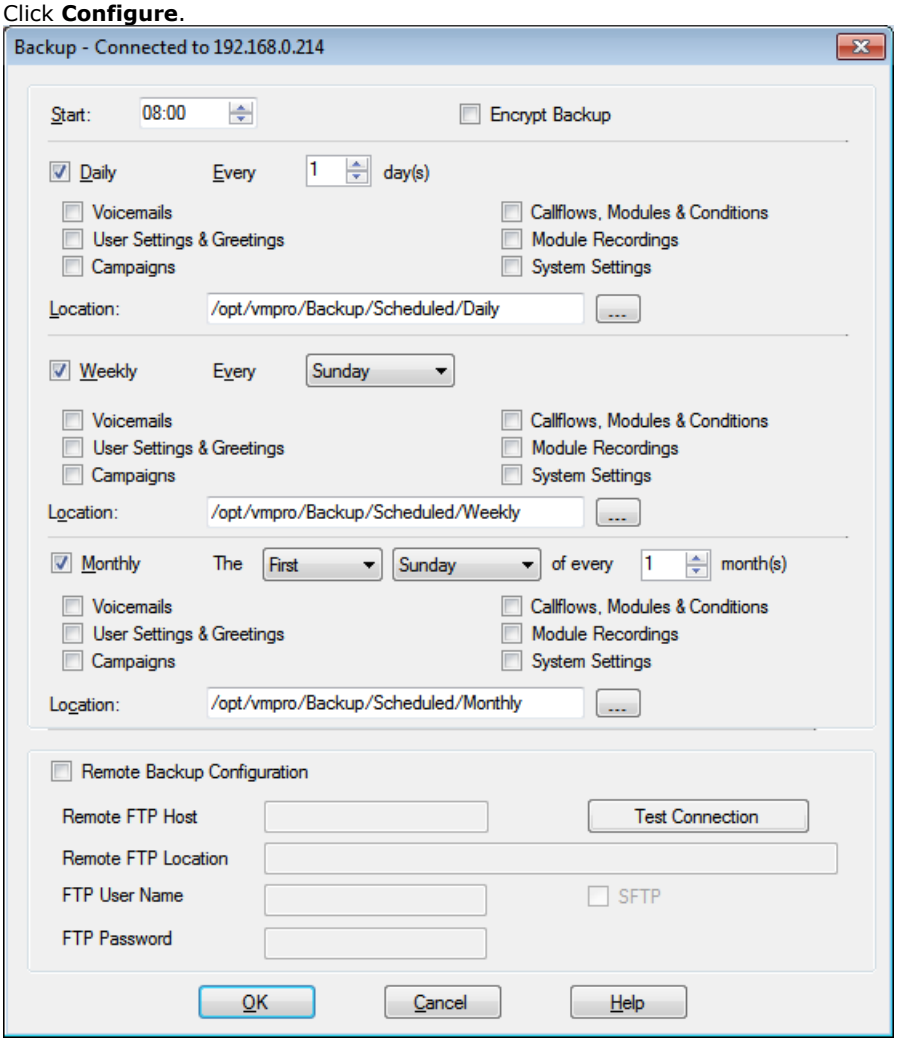
Note: If a backup is in progress, the **Restore & Backup** dialog box displays **Abort** instead of **Backup Now**. Click **Abort** to abandon the backup in progress.

2.16.2 Scheduling Backups

Using the Voicemail Pro client, you can schedule a daily, weekly and monthly backup for the server.

To schedule backups:

1. Open the Voicemail Pro Client application and connect to Voicemail Pro server.
2. From the **Administration** menu, select **Preferences** > **General**.
3. Click the **Backup & Restore** tab.
4. Click **Configure**.



5. Schedule a start time for the backup operation in the **Start** field.
6. If you want to protect backup files from unintended and malicious tampering, select the **Encrypt Backup** check box.
7. Select the **Daily**, **Weekly**, and **Monthly** check boxes to enable the respective backup schedules.

Note: At a given time, only one type of backup is run. If scheduled to start at the same time, a monthly backup gets priority over a weekly backup or a daily backup, and a weekly backup gets priority over a daily backup.

8. For each of the schedules that you enable, select the items that you want to include in the backup. You can choose from the following:
   - **Voicemails:** The voice messages received in the user and hunt group mailboxes.
   - **User Greetings & Settings:** The personal and temporary greetings, greeting configuration settings, mailbox configuration settings, outcalling configuration settings, and custom recordings.
   - **Campaigns:** The responses received for campaigns.
   - **Callflows, Modules & Conditions:** The callflows, modules, conditions, and meta information for campaigns.
   - **Module Recordings:** The recordings for the various modules.
   - **System Settings:** The settings like Voicemail Pro settings, COS settings, debug settings, and so on.
9. To save the backup files locally, enter a local file path (that is, *C:\filepath*) or a remote file path in UNC format (that is, *\\server\filepath*) in the respective **Location** field.

- Windows Server default path: ***C:\Program Files (x86)\Avaya\IP Office\Voicemail Pro\Backup\Scheduled***.
- Linux server default path: ***/opt/vmpro/Backup/Schedule***.
- On a Unified Communications Module, the paths ***/media/sdb1*** and ***/media/sdc1*** can be used to access the modules USB slots.

10. If you want to save the backup files to a remote FTP server, select **Remote Backup Configuration** and proceed as follows:
    - Enter the host name or the IP address of the remote FTP server in **Remote FTP Host**.
    - Enter the absolute FTP path of the folder on the remote FTP server in **Remote FTP Location**.
    - Enter the FTP user name in **FTP User Name**.
    - Enter the FTP password in **FTP Password**.
    - If you want to use SFTP for data transfer, select **SFTP**.
    - Click **Test Connection** to verify the connectivity of the Voicemail Pro server to the remote FTP or SFTP server. If you receive an error message about the authenticity of the host, see SFTP Host Key Verification 375.
11. Click **OK**.
12. Click **OK** to close the **System Preferences** dialog box.

2.16.3 Restoring backups

The voicemail server suspends any active calls before it starts a restore operation. After the restoration is complete, the voicemail server resumes the normal operation.

There are two methods for restoring a backup previously made by the Voicemail Pro client:

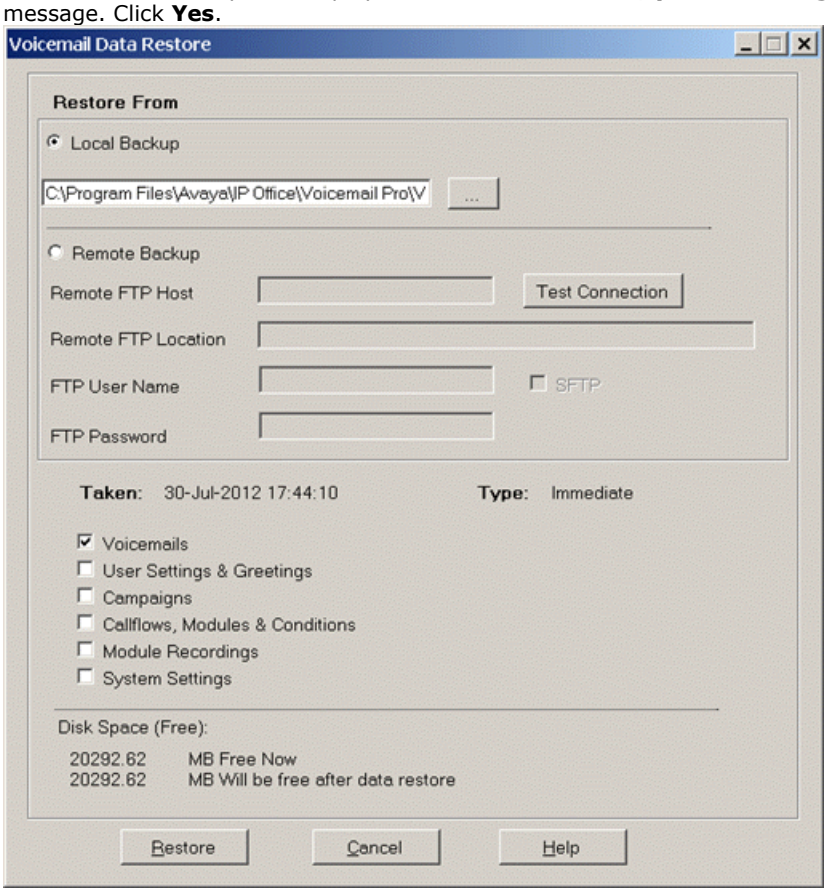
- **Windows Based Server** 57
  The client can restore previous backups saved on the PC on which it is running or from an FTP file server. This method of restoration allows selection of what parts of the backup should be restored.
- **Linux Based Server** 58
  Backup files on the server can be restored using the Linux sever's web management menus.

2.16.3.1 Windows Server Restore

Using the Voicemail Pro client, you can restore a previous backup onto a Windows based voicemail server.

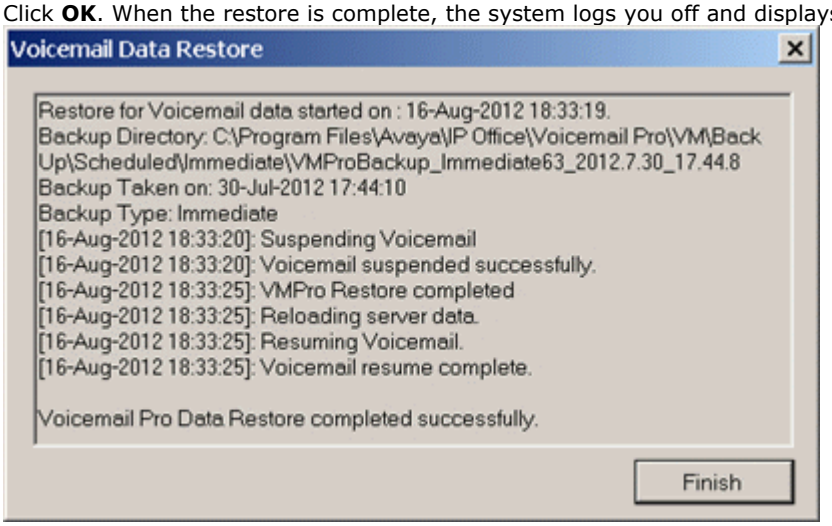
To restore files using the a backup on a Windows based server:

1. Open the Voicemail Pro Client application and connect to Voicemail Pro server.
2. From the **Administration** menu, select **Preferences** > **General**.
3. Click the **Backup & Restore** tab.
4. Click **Restore**. The system displays the **After the restore, you will be logged off. Do you want to continue?** message. Click **Yes**.



5. In the **Restore From** section, specify the backup file that you want to restore.
   - To specify a backup that is saved locally, select **Local Backup** and enter the path.
   - To specify a backup that is saved on a remote FTP server, select **Remote Backup**:
   - Enter the host name or the IP address of the remote FTP server in **Remote FTP Host**.
   - Enter the absolute FTP path of the folder on the remote FTP server in **Remote FTP Location**.
   - Enter the FTP user name in **FTP User Name**.
   - Enter the FTP password in **FTP Password**.
   - If you want to use SFTP for data transfer, select **SFTP**.
   - Click **Test Connection** to verify the connectivity of the Voicemail Pro server to the remote FTP or SFTP server. If you receive an error message about the authenticity of the host, see SFTP Host Key Verification 375.
6. Select the items that you want to restore. The list of options depends on what was included in the backup file when it was created.
   - **Voicemails:** The voice messages received in the user and hunt group mailboxes.
   - **User Greetings & Settings:** The personal and temporary greetings, greeting configuration settings, mailbox configuration settings, outcalling configuration settings, and custom recordings.
   - **Campaigns:** The responses received for campaigns.
   - **Callflows, Modules & Conditions:** The callflows, modules, conditions, and meta information for campaigns.
   - **Module Recordings:** The recordings for the various modules.
   - **System Settings:** The settings like Voicemail Pro settings, COS settings, debug settings, and so on.

7. Click **Restore**. The system displays the **Existing Voicemail Pro data will be overwritten. Are you sure you want to continue?** message.
8. Click **OK**. When the restore is complete, the system logs you off and displays the details of the restored files.


Voicemail Data Restore
Restore for Voicemail data started on : 16-Aug-2012 18:33:19.
Backup Directory: C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\Back Up\Scheduled\Immediate\VMProBackup_Immediate63_2012.7.30_17.44.8
Backup Taken on: 30-Jul-2012 17:44:10
Backup Type: Immediate
[16-Aug-2012 18:33:20]: Suspending Voicemail
[16-Aug-2012 18:33:20]: Voicemail suspended successfully.
[16-Aug-2012 18:33:25]: VMPro Restore completed
[16-Aug-2012 18:33:25]: Reloading server data.
[16-Aug-2012 18:33:25]: Resuming Voicemail.
[16-Aug-2012 18:33:25]: Voicemail resume complete.
Voicemail Pro Data Restore completed successfully.
Finish

9. Click **Finish** to close the dialog box.
10. If the restored settings include call flow changes or server settings different from those that are currently used by the server, log in to the Voicemail Pro server again and click **Save and Make Live**.

2.16.3.2 Linux Server Restore

On a Linux-based voicemail server, you cannot use the Voicemail Pro client to restore previous backups it has taken. However, the backup files can be copied to the server and then restored using it web control menus.

To restore files using the web control menus:

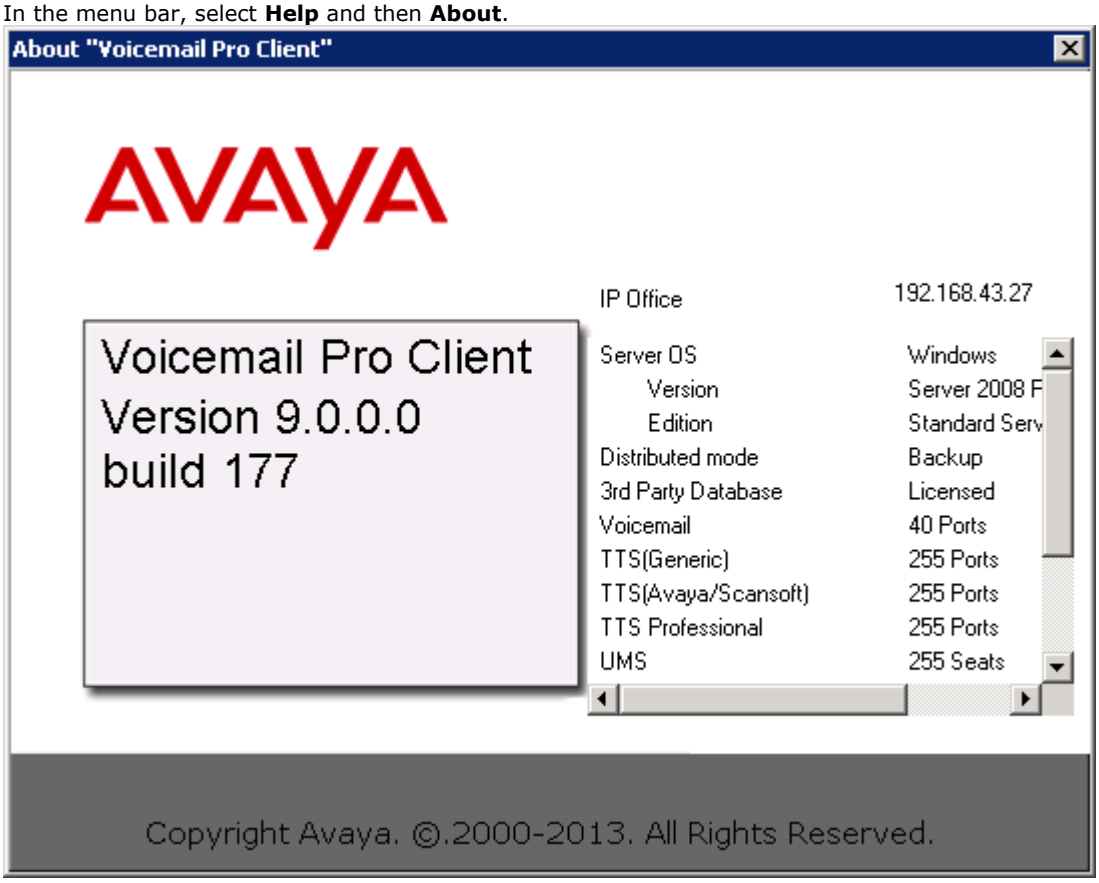
1. Connect to Linux server using an SSH File transfer tool.
2. Copy the backup folder to the **/opt/vmpro/Backup/Scheduled/OtherBackups** folder on IP Office Application Server.
   - If the backups are saved on a remote FTP host, you can download the backup folder from the remote FTP host using an FTP client application.
   - If you are using a Voicemail Pro server running on Unified Communications Module, you can copy the backup folder to a USB storage. For details, see Backup paths on UC Module Voicemail Pro 15.
3. Login to IP Office Application Server using a Web browser.
4. Click **Settings**, and select the **General** tab.
5. In the **Backup and Restore** section, click **Restore** for the **Voicemail** service.
6. Select the backup file that you want to restore.
7. Click **OK**.

2.17 About

The about screen displays information about the IP Office to which the Voicemail Pro server is connected and the licenses it has received from that IP Office. This includes information about the operating system being used by the Voicemail Pro server.

To view the 'About' information:

1. In the menu bar, select **Help** and then **About**.



2. The menu displays information from the Voicemail Pro server. This includes the address of the IP Office with which it is working and the licenses it has received from that IP Office.
3. To close the information window click the top-right **X** button.

Chapter 3. Conditions

3. Conditions

Conditions provide a method to check and branch a call flow based on the date or day of the week or the value of a variable.

Within the voicemail call flow, a condition can be checked using a **Test Condition** 157 action. According to whether the condition is currently true or false, callers can then be routed to different actions.

Conditions are constructed from a set of basic elements. These elements can be combined within a single condition to create complex rules. For example, the week planner can be used to define a company's standard working hours and then combined with the calendar to define exception days such as public holidays.

Condition Elements

The following different types of elements can be added to a condition.

- **Calendar** 65
  Select days from the calendar (up to 255 days) which, if the current date matches a selected day, cause the element to be 'true'.
- **Week Planner** 66
  Select days of week, and then a time period on each of those days, that should cause the element to be 'true'.
- **Condition** 67
  Select an existing condition that is then used as an element within another condition.
- **Compare** 68
  Compare one value to another using a selected criteria such as "*Is equal to*" or "*Is greater than or equal to*" and return 'true' when the criteria is meet. The values compared can be the current value of call variables 80 and or number values entered directly.

Logic Settings

Logic settings can be applied to both the whole condition and to the elements in a condition. These can alter when a condition is true or false.

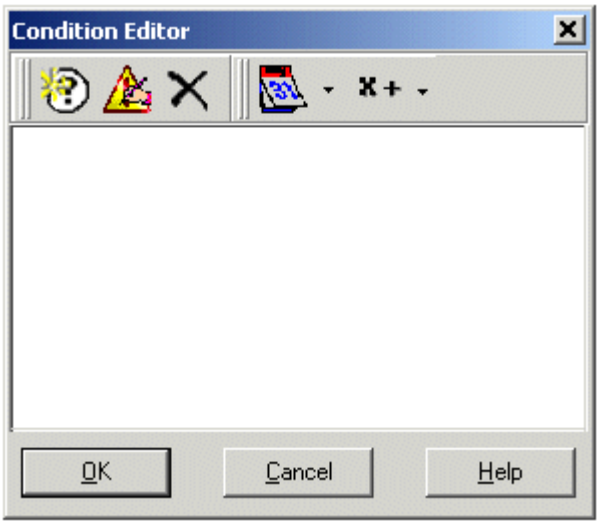
- **AND**
  The condition is true when all the elements within it are true, for example both A and B are true.
- **OR**
  The condition is true when any element within it is true, for example if the day is Monday or Tuesday.
- **NOT**
  This logic element can be used to reverse the value (e.g. return false when true) of individual elements or of the whole condition.

3.1 Using the Condition Editor

You can add elements 63 to existing conditions, change the logic 64 of a condition and delete 64 elements and conditions.

To start the Condition Editor:

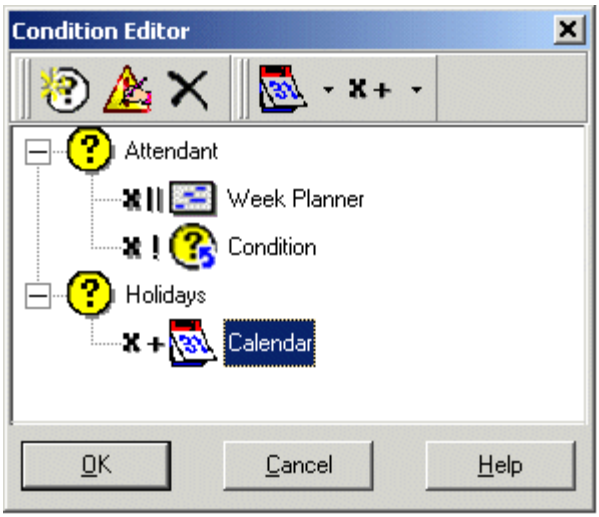
1. Click the icon. You can also open the Condition Editor by pressing **F6** or click **Administration** > **Condition Editor**.
2. When the Condition Editor is started, any existing conditions are shown. In the example there are no conditions.



To add a new condition

Note: A maximum of 255 conditions can be added.

1. Click the icon in the toolbar. The New Condition window opens.
2. Enter the name for the condition and then click **OK**.
3. The new condition is placed in the Condition Editor window. The condition is represented by the icon followed by the condition name.
4. When a condition has been created, elements can be added and altered. A condition can consist of multiple elements, including several elements of the same type. In the example there are conditions added complete with elements.



To add elements to a condition:

1. Click the **Element List** icon in the toolbar.
2. Click the type of element required.
   - **Calendar** - See Calendar 65.
   - **Week Planner** - See Week Planner 66.
   - **Compare** - See Compare 68.
   - **Condition** - See Condition 67.
3. Click ***Condition Name*** in the Condition Editor window. The element icon is added.
4. You can now edit the element's settings.

To edit elements:

1. Select the element, click **Edit** icon in the toolbar. The element's properties window opens. Alternatively, double-click the element to open the properties window.
2. Make any changes.
3. Click **OK** to save the changes and close the properties window.

To change the logic setting of a condition:

1. Click **Logic** icon in the toolbar.
2. Select the required logic.
   - **x||** (OR)
   - **x+** (AND)
   - **x!** (NOT).
3. In the Condition Editor window, click the element to apply the logic to. The logic indicator changes.

To change the name of a condition:

1. Select the condition, click **Edit** icon in the toolbar. The Rename condition window opens.
2. Amend the condition's name.
3. Click **OK**.

To delete elements and conditions:

1. Select the condition or element to be deleted.
2. Click icon in the toolbar. The selected condition or element is deleted.

3.2 Calendar

Select days from the calendar (up to 255 days) which, if the current date matches the selected day, return 'true'.

Double-click a day to select or deselect the day. Selected days are shown with a green background, for example 17.

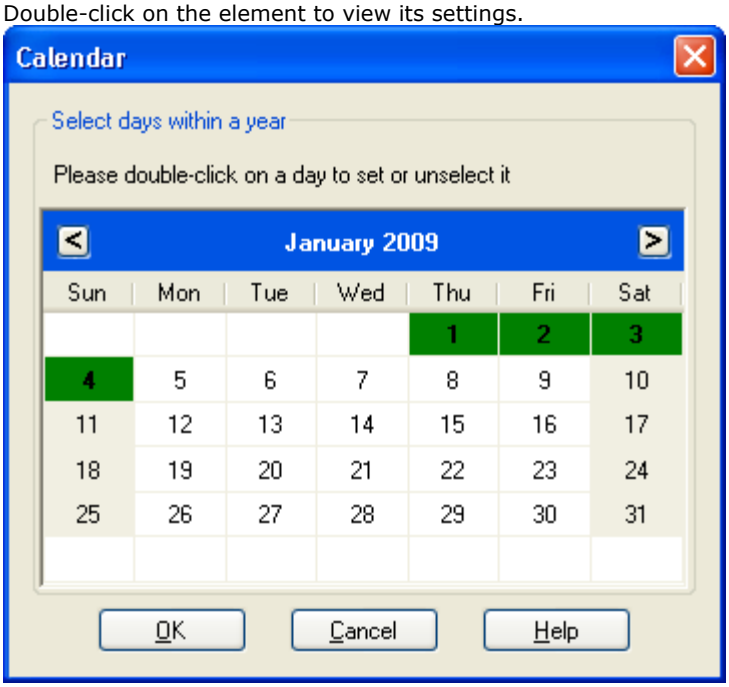
Note that a grey background 22 indicates weekend days, not whether the day is selected or not.

- **Multiple Day Logic**
  By default, a logical **OR X||** is applied to this condition element. The element returns true if any of the selected days is true. If a logical **AND X=** is used and more than one day is selected, the element does not return true.

Note that days that are selected and are now in the past are not automatically de-selected.

To add a calendar element:

1. Click the **Element List** icon in the toolbar.
2. Click **Calendar**.
3. Click on the condition to which the element should be added.
4. Double-click on the element to view its settings.


Calendar
Select days within a year
Please double-click on a day to set or unselect it
January 2009
Sun Mon Tue Wed Thu Fri Sat
1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31
OK
Cancel
Help

5. Double-click on the individual dates to select or deselect them.
6. Click **OK**.

3.3 Week Planner

The call flow designed and stored on the Central Voicemail Pro contains a Week Planner Condition set for a particular time. The **Week Planner** element is used to set which time periods during a normal week return 'true'. It consists of an entry for each day of the week and a start and end time for the 'true' period on each day.

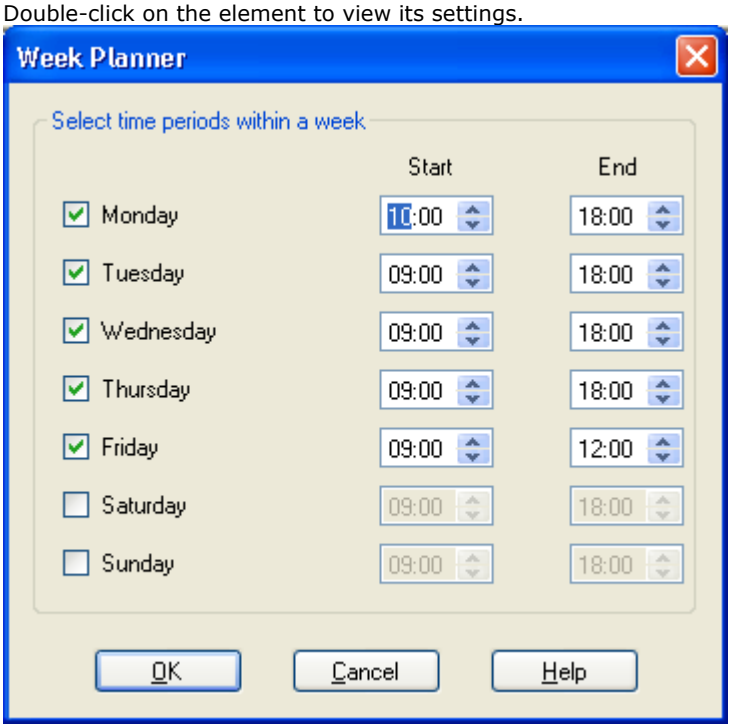
The Week Planner Condition is checked based on the time zone in which you are located and not based on the time where the centralized Voicemail Pro is located.

For example, you on IPO1 where the time is 2 PM (UTC +2.00) call another user located in a different time zone where the time is 2.30 AM (UTC -9.30). If the Week Planner condition of user2 has been set to 2.30 AM (UTC -9.30) and call flow is on a centralized Voicemail Pro server where the time is 5.30 PM (UTC +5.30), the call flow condition is based on the time zone of user2 and not that of the Voicemail Pro server where the system stores the call flow.

- **Multiple Day Logic**
  By default a logical **OR X||** is applied to this condition element. The element returns true if any of the selected days is true. If a logical **AND X=** is used and more than one day is selected, the element does not return true.

To add a Week Planner element:

1. Click the **Element List** icon in the toolbar.
2. Click **Week Planner**.
3. Click the condition to which the element should be added.
4. Double-click on the element to view its settings.



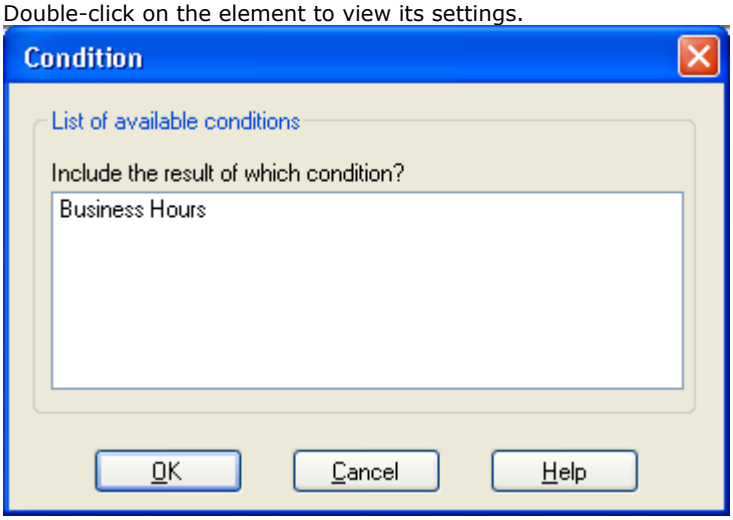
5. Select the days required and the time period during each day that will return 'true'.
6. Click **OK**.

3.4 Condition

The **Condition** element is used to combine the value of an already existing condition. When selected the element displays a list of the other conditions from which to select.

To add a condition element:

1. Click the **Element List** icon in the toolbar.
2. Click **Condition**.
3. Click on the condition to which the element should be added.
4. Double-click on the element to view its settings.



5. Select the existing condition that you want to use.
6. Click **OK**.

Example:
Two conditions have been created:

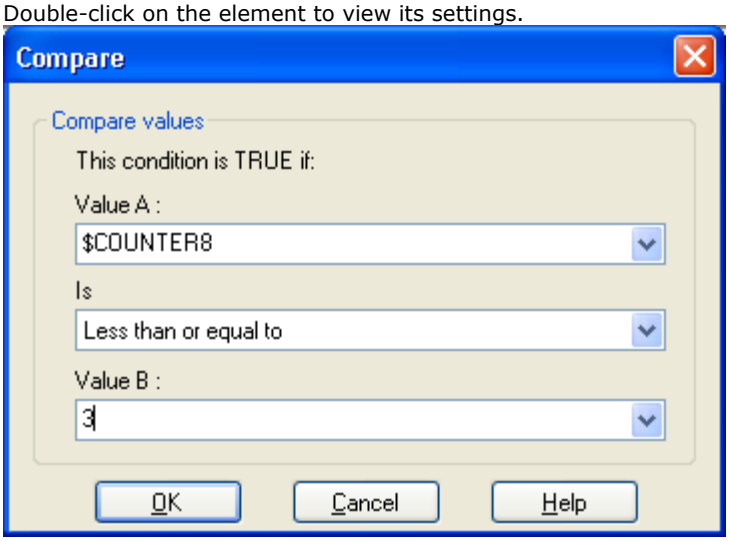
- Using a Week Planner 66 element, a condition is created so that calls received between 09:00 and 18:00, Monday to Friday are treated differently to calls received outside of these hours. For more information.
- Using a Calendar 65 element, a condition is created so that calendar dates such as public holidays can be accounted for.
- The two conditions need to be combined so that the call flow treats calls during working hours differently to calls received outside working hours and on bank holidays.
    1. Click the **Element List** icon in the toolbar.
    2. Click **Condition.**
    3. Click the Week Planner in the Condition Editor window. The condition is placed in the Condition Editor window.
    4. Open the properties of the condition element by double-clicking .
    5. Select the Calendar condition result.
    6. Click +logic options and select a ! **NOT** action. Click **Condition** to apply the logical option.
    7. Click **OK**. The condition is now true when it is between 09:00 and 18:00, Monday to Friday and not a holiday.

3.5 Compare

The **Compare** element is used to add a variable that will be used to determine the call flow to be presented to the caller. You can compare Voicemail Pro call variables 80, for example $POS or $ETA, against each other or against a value you enter.

To add a condition element:

1. Click the **Element List** icon in the toolbar.
2. Click **Compare**.
3. Click on the condition to which the element should be added.
4. Double-click on the element to view its settings.

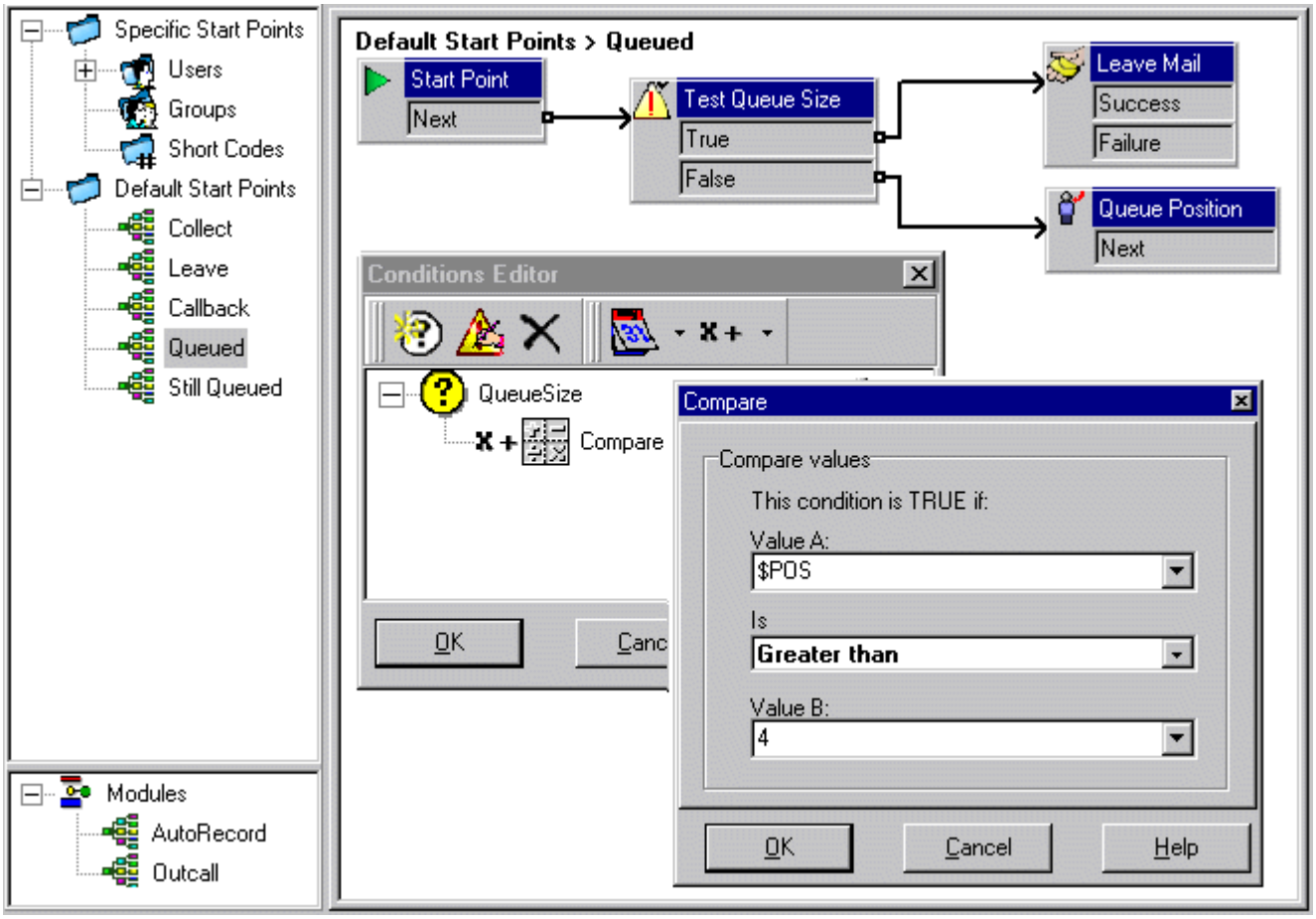


- **Value A**
  Enter a value or use the drop down to select a call variable 80.
- **Is**
  Select the criteria which should be used to determine whether the element is currently 'true' or 'false'. Options are:
  - ***Equal to***
    True if value A equals values B *(A = B)*.
  - ***Not equal to***
    True if value A does not equal value B *(A =! B)*.
  - ***Less than***
    True if value A is less than value B *(A < B)*.
  - ***Greater than***
    True if value A is greater than value B *(A > B)*.
  - ***Less than or equal to***
    True if value A is less or equal to value B *(A <= B)*.
  - ***Greater than or equal to***
    True if value A is greater than or equal to value B *(A >= B)*.
- **Value B**
  Enter a value or use the drop down to select a call variable 80.

5. Click **OK**.

3.6 Example Call Flow

The screen below shows an example of a queued call flow that uses a condition to test the value of the call variable **$POS** for the queued caller.

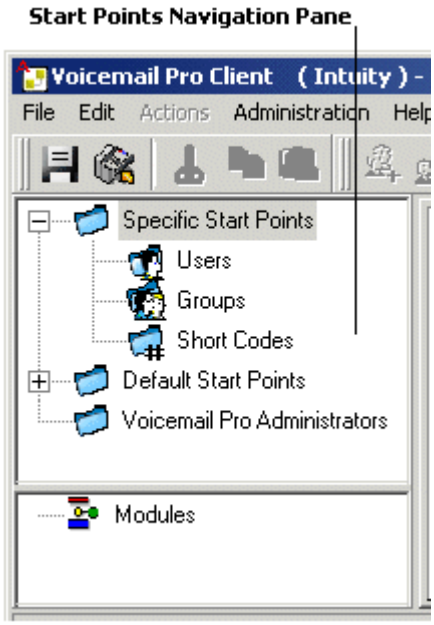


- A condition QueueSize was created. The Compare element added to the condition tests whether the value of $POS is greater than 4.
- In the call flow:
  - When the caller is in queue positions 1 to 4, the value the condition is false. The caller is passed to a **Queue Position** action and hear their queue position before returning to the queue.
  - When the caller is in queue position 5, the value of the condition is true. The caller is asked to leave a message.

Chapter 4.
Start Points and Modules

4. Start Points and Modules

Voicemail Pro consists of a number of start points. When Voicemail Pro server receives a call, it looks for a matching start point and if it finds one it then provides a series of actions linked to that start point. If no match is found then it provides standard voicemail functions to the call.



The Navigation pane contains an expandable and collapsible list of start points. These can be start points for individual users, hunt groups, short codes and default start points.

- **Specific Start Points**
  This folder contains the start points for users, groups and short codes.
- **Users** 39
  This folder contains start points set up for individual users. When selected a list is shown in the details pane containing the mailbox owners names and the names of any call flows that have been assigned to the selected mailbox.
  This is a user who has one or more start points configured. It can be expanded to show the different start points.
  - **Collect -** Used when the user rings voicemail.
  - **Leave -** Used for calls to the user that are redirected to voicemail.
  - **Callback -** Used when voicemail rings a user to inform them of messages in the user's mailbox. See Setting up Voicemail Pro Callback 232.
  - **Queued & Still Queued -** Used when calls to the user are queued. See Personal Announcements 262.
- **Groups** 39
  This folder contains start points set up for hunt groups. When selected a list is shown in the details pane containing the mailbox owners names and the names of any call flows that have been assigned to the selected mailbox.
  This is a group that has one or more start points configured. It can be expanded to show the different start points.
  - **Collect -** Used when someone accesses the group's mailbox.
  - **Leave -** Used when calls to the hunt group are redirected to voicemail.
  - **Queued & Still Queued -** Used when calls to the group are queued. See Customizing a Hunt Group Call Flow 221.

- **Short Codes**
  This folder contains any start points set up for particular short codes. Short code start points require the Telephone Number entry of the matching short code in the IP Office Manager to be set up in a particular way. For example, if a Start Point for short code *88 is set up, the settings for short code *88 in the IP Office Manager application must be as follows:
    - **Short Code:** *88
    - **Telephone Number:** *88
    - **Feature:** Voicemail Node.
      In the above set up, the internal callers can access the start point. To allow external callers access, set up an Incoming Call Route with the destination *88.
    - An individual short code on the IP Office. This requires a matching special short code to be set up in Manager.
- **Default Start Points**
  Rather than set up individual start points for every user and group, you can also program actions against the default start points. These will then be used for all calls received by the Voicemail Proserver that don't match a specific start point. See Default Start Points 74.
- **Voicemail Pro Administrators** 45
  When the Voicemail Pro Administrators folder is selected a list is displayed in the details pane. The list contains the name, type and status of the administrators. Details can be added, amended or deleted.
- **Server Queues**
  Use this option to view a listing of range settings.
    - **User Variables** 83
    - **Alarms** 46
    - **Outcalls** 48
- **Modules** 76
  Modules are reusable sets of actions. Use modules to create a sequence of actions that you can then use within any other start point's call flow. Any changes to the module will affect all the start points using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of the call flow.

4.1 Default Start Points

The default start points can be used to create a sequence of actions that will be applied to all suitable calls unless a specific start point exists.

- **Collect**
  Used when a caller attempts to access a mailbox.
- **Leave**
  Used when a caller is redirected to voicemail.
- **Callback**
  Used when the voicemail calls a user to inform them about messages in a mailbox. See Setting up Callback 232.
- **Queued**
  Used for callers queuing for a hunt group or user. See Customizing Queue Announcements 219.
- **Still Queued**
  Used for callers queuing for a hunt group or user. See Customizing Queue Announcements 219.

When a default start point is used, the following actions attempt to recognize who the presumed user is (the internal user calling or being called) and access the matching mailbox for that user unless the action specifies another mailbox.

- **Get Mail Action**.
- **Leave Mail Action**.
- **Personal Options Menu**.
- **Listen Action**.
- **Record Name Action**.
- **Edit Play List Action**.

The following actions will automatically recognize who the presumed user is and then use that user's voicemail reception settings unless the action specifies another mailbox.

- **Transfer Action**.
- **Assisted Transfer Action**.
- **Whisper Action**.

4.2 Using Start Points

Start points can be for individual users, hunt groups, short codes or default start points. All start points can be added, edited 75, renamed 75 or deleted 75.

To add a start point for a User or Group:

1. Either click **Users** or **Groups** and then . The Adding a new window opens. Alternatively, right-click **Users** or **Groups** and select **Add**.
2. Select the name that matches the user or group on the telephone system. To add all users or groups check the option **Add all users**.
3. Select the types of start points required. The start points **Collect**, **Leave**, **Callback**, **Queued** and **Still Queued** are available for both users and groups.
4. Click **OK**.

To add a start point for a short code:

1. Click **Short Codes** and then . The Adding a new short code window opens. Alternatively, right-click **Short Codes** and select **Add**.
2. Enter the short code.
   - Short code start points require the telephone number entry of the matching short code in the IP Office Manager application to be set in a specific way. For example, if a start point for short code *88 is set up the settings for short code *88 in the manager application must be as shown below. The short code will set up internal callers to access the start point. To allow external callers access, set up an Incoming Call Route with the extension *88.
     - **Short code:** *88
     - **Telephone number:** *88
     - **Feature:** Voicemail Node.
3. Click **OK**.

To edit a start point:

1. In the Navigation pane of the main Voicemail Pro window, select the start point to edit and click . The Editing start point window opens. Alternatively, right-click the start point and select **Edit**.
2. Make the required changes.
3. Click **OK**.

To delete a start point:

1. In the Navigation pane, select the start point to delete and click . Alternatively, right-click the start point, and then select **Delete**.
2. The system prompts you to confirm whether you want to delete the selected start point.
   - Click **Yes** to delete the start point.
   - Click **No** to cancel the deletion.

To rename a user, group or short code start point:

1. In the Navigation pane, right-click the user, group or short code and select **Rename**. The New start point name window opens.
2. Type the new name.
3. Click **OK**. The start point is renamed.

4.3 Creating Modules

Modules are reusable sets of actions. Use modules to create a sequence of actions that can be re-used in another call flow.

Any changes to a module will affect all other start points that are using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of a call flow.

- To create connections from a module to other actions you must use the **Module Return** action within the module, see Module Return Action 118.

To create a module

1. Click **Modules** and then . The Adding a new start point window opens. Alternatively, right-click **Modules** and select **Add**.
2. Enter a name for the module. This should not match any user or group name on the IP Office.
3. Click **OK**. You can now add actions and connections to the module in the same way as for any start point.

To add a module to a start point

1. Select the start point to which you want to add the module action and then click the right-hand panel.
2. Click and drag the module required from the Navigation pane to the Details pane.

For support calls and diagnostic purposes it can be useful to view Voicemail Pro modules and start points as text files. See Viewing Call Flows as Text 51.

4.3.1 Running a Module

Modules can be run internally using short codes or can be configured for external calls.

Run a module from a short code

You can use modules directly in conjunction with short codes. The short code must call the name of the module. This example short code will run the module called *Special* when a user dials ***97**. The service that the user receives will depend on the actions in the module.

- **Short code: For example** *97
- **Telephone Number:** "Special" *(include quotation marks)*
- **Line Group ID:** 0
- **Feature:** Voicemail Collect

Run a module for an external call

A module can be applied directly to an incoming (external) call from within the IP Office Manager application. Within the appropriate **Incoming Call Route** entry, set the **Destination** to the module name prefixed with "VM:".

For example, enter **VM:AutoAttend** to route a call to a module called **AutoAttend**. Note that the maximum entry length is 15 characters. This means that the module name is limited to 12 characters.

- If there is a hunt group on the system whose name matches the module name, calls will be routed to that group when the Voicemail Pro server is not running.

Chapter 5.
Variables

5. Variables

The voicemail server supports two types of variables.

- **Call Variables** 80
  These are variables linked to the individual call being handled by the voicemail server, for example the CLI of the caller.
- **User Variables** 83
  These are system wide variables that you can define. The value can be set and changed by actions in call flows. Similarly, the current value can be checked by call flow actions to determine what actions should then follow.

5.1 Call Variables

A number of call variables exist which can be used to perform tasks. For example, ***$NAM*** can be used to speak the user's name within an action's entry prompt. Call variables can also be checked by the compare element in a condition and then branch the call flow according to the variables value.

Unless otherwise stated, call variables are session based. This means that the variable values are specific to a particular call within Voicemail Pro and does not persist between calls, including calls transferred from the Voicemail Pro which then return. Also unless otherwise stated the values are 'read-only'.

Variable Length

The length of the value stored within a variable is limited. The limit is 512 characters.

Available Call Variables

Variable	Write	Description
$ACCOUNT_CODE	✓	The account code associated with the call.
$ANS_PARTY	✗	Number of party who answered the call.
$ANS_PARTY_NAME	✗	Name of the party who answered the call.
$CALL_DATE	✗	The call date (UTC).
$CALL_TIME	✗	The call time (UTC).
$CALLED	✗	The called number.
$CALLED_NAME	✗	The name, if available, of the called party.
$CALLED_TZOFFSET	✗	The called parties time zone offset.
$CALLERS_TZOFFESET	✗	The callers time zone offset.
$CID	✗	Contains a unique call ID assigned to the call. This is not the same call ID as shown in IP Office SMDR records.
$CLI	✓	Holds the CLI of the caller if available to the IP Office.
$CLI_NAME	✗	The name, if available, of the caller.
$COUNTER	✓	The voicemail server provides counter variable $COUNTER1 to $COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic** 99 action commands for *Set Counter* 106, *Clear Counter* 104, *Counter Decrement* 104 and *Counter Increment* 105. They can also be used with the **Decrement and Test Counter** 163 and **Increment and Test Counter** 162 actions. By default the initial value of a counter variable is 0. The formats $COUNTERx or $COUNTER[x] are both supported.
$CP	✓	The 16 variables **$CP0** to **$CP15** are used to store values (call parameters) for the duration of a call within the call flow. Values can be written into these variables using the **Generic** 99 action command **CP*x*:<*value*>** where ***x*** is 0 to 15 and **<*value*>** is the value to be stored. The formats $CPx or $CP[x] are both supported.
$DATE	✗	The date associated with the call. The individual elements of the date can be accessed using the **$DAY**, **$YEAR**, **$HOUR**, **$MINUTE** and **$SECOND** variables.
$DAY	✗	The current day.
$DISPLAY	✓	The phone display text.

Variable	Write	Description
$DBD	✗	A set of 6 variables **$DBD[0]** to **$DBD[5]** for fields extracted from a current database record. See **Database Actions** 164. The formats $DBDx or $DBD[x] are both supported.
$DDI	✓	Holds the DDI of the call if available.
$ETA	✗	Holds the expected time to answer in seconds for a queued caller. This time is based on the last 5 queued and answered calls for the same target in the last hour. The variable can be used to speak the value as a prompt or to test the value in a condition. Only available when using hunt group ***Queued*** and ***Still Queued*** start points.
$FALLBACK_NUM	✗	The fallback number associated with the call.
$HOUR	✗	The current hour.
$ISDST	✗	Indicates whether the system is currently using daylight saving or not.
$KEY	✓	Holds the last DTMF key series entered. For more information, see Example Call Flow 243.
$LOC	✗	Holds the locale setting for the call passed by the IP Office system. See Changing the Language of Custom Prompts 269.
$NAM	✗	Holds the name of the mailbox user (blank for short codes). If used as a prompt, the mailbox's recorded name prompt is played.
$POS	✗	Holds the position of a queued caller. Can be used to speak the position as a prompt or test the value in a condition. Only available when using ***Queued*** and ***Still Queued*** start points.
$QTIM	✗	The same as the **$ETA** above but returns the estimated time to answer rounded up to the nearest minute. This variable can be used to speak the value as a prompt or to test the value in a condition.
$REC_ORIGINATOR	✗	The recording originator.
$REG[name]	✗	This variable returns the current value of the named user variable 83. This allows user variables to be used in the same way as call variables.
$RES	✓	Holds the value of the result of the previous action. For example when a call flow has been branched by an action that has **True** and **False** results, on one branch the value of **$RES** is "*True*", on the other *"False"*.
$SAV	✓	Holds the last saved result. This can be entered using the following entry in a **Generic** 99 action, **Save:<value>**, for example **Save:$KEY** or **Save:1234**.
$SEC	✗	The current seconds.
$TAG	✓	The tag text currently associated with the call.
$TARGET	✓	For calls sent by the IP Office to a mailbox, this variable contains the original target of a call, that is, the original target user or hunt group.
$TARGET_NAME	✗	The name of the target.
$TARGET_TZOFFSET	✗	The targets time zone offset.
$TIME	✗	The current system time.
$TIMEQUEUED	✗	Holds the length of time, in seconds, that the call has been part of a particular hunt group queue. Only available when using ***Queued*** and ***Still Queued*** start points.
$TIMESYSTEM	✗	Holds the length of time, in seconds, since the call was presented to the IP Office system. Only available when using ***Queued*** and ***Still Queued*** start points.
$USER_DATA	✗	
$UUI	✗	Available when a recording is triggered by auto-recording. Holds the user name, hunt group name or account code that triggered the auto-recording process. See Customizing Auto Recording 260.
$VAR	✓	A general variable which can hold amongst other things DTMF key sequences.
$WEEKDAY	✗	The day of the week.

Variable	Write	Description
$YEAR	✗	The current year.

- **Write**
  This column indicates those call variables where the existing value can be changed using methods such as VBScript or generic action commands. Other call variables have a fixed value set when the call is received by the Voicemail Pro server or, for $DBD values, the value is requested by the Voicemail Pro server.

5.1.1 Using Variables in File Names

Variables can be used in prompt file paths as follows:

- When accessing voicemail prompts, voicemail variables 80 can be used in both the path and filename for the prompt. For example:
  - If the prompts ***Greeting1.wav*** and ***Greeting2.wav*** etc. are recorded, an action set to play ***Greeting$KEY.wav*** plays the greeting prompt that matches the current value of ***$KEY***.
  - By recording custom prompts for different langauges with the same file name but placed in appropriately named langauge sub-folders, the variable **$LOC** can be used in an action's prompt file path to play the correct language version of the prompt.

5.1.2 Speaking Variables to Callers

Speaking Variables to Callers

Call variables can be used as prompts. The value of the call variable is then spoken. This applies to all variables that are numeric values. It also applies to **$NAM** which plays the mailbox user's recorded name prompt.

Numbers are spoken as a series of single digits. For example, 123 is spoken as "one two three". To speak 123 as "one hundred and twenty-three" requires TTS to be installed and a **Speak Text** 111 action used.

Some call variables can be played as prompts, for example:

- **$NAM**
  Plays the mailbox's name prompt if one has been recorded.
- **$CLI**
  Speaks the caller's CLI.
- **$RES**
  Plays the current result if it is a .wav file.
- **$VAR**
  Plays the variable as a list of digits.

5.1.3 Using a User Variable as a Call Variable

The special call variable **$REG** can be used to access the value of any user variable. For example, use the call variable **$REG[UV1]** to access the current value of a user variable called **UV1**. This allows user variables to be used in the same way as call variables such as in a **Test Variable** action.

5.2 User Variables

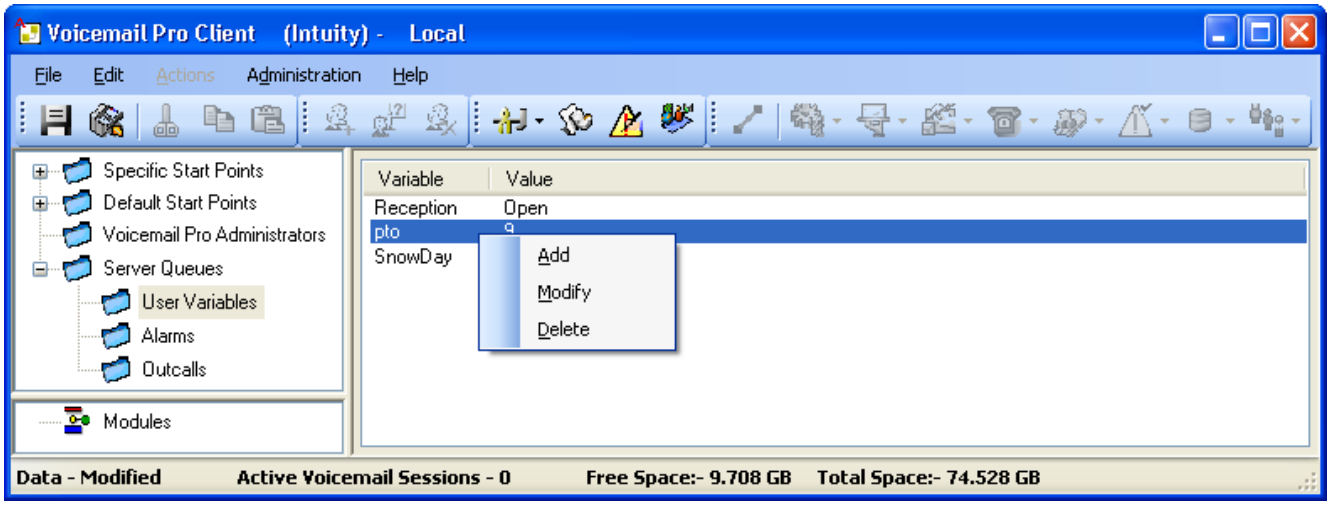
You can use the Voicemail Pro client to define user variables for the system. You can then use the user variables within any call flows. User variables differ from call variables in that they are system wide values that can be shared between all calls while call variable values differ from call to call.

- Within a call flow a **Set User Variable** 158 action can be used to set or change the value of a user variable. This includes using the current value of a call variable 80 to set as the new value for the user variable.
- Call flows can also be branched using a **Test User Variable** 159 action to check the current value of the variable against a required value.
- The existing value of a user variable can also be obtained using the variable **$REG[***name***]** in call flows. This allows a user variable to be used in the same way as a call variable 80. For example, in a **Test Variable** action.

5.2.1 Managing User Variables

To viewing the current set of user variables and their values:

By clicking on **User Variables** in the left hand navigation pane you can view all the user variables and their current values. This pane can also be used to add and modify the user variables including changing their values.



To add and delete user variables and to change the current value you can right-click on the variable and select the required option. For example select **Modify** to change the value.

To add a user variable:

1. Click or press **F8**. The User defined variables window opens.
2. Click . The **Add user defined variable** window opens.
3. Type a name for your new variable.
4. Click **OK**. The new variable is added to the list.

5.2.2 Using a User Variable as a Call Variable

The special call variable **$REG** can be used to access the value of any user variable. For example, use the call variable **$REG[UV1]** to access the current value of a user variable called **UV1**. This allows user variables to be used in the same way as call variables such as in a **Test Variable** action.

5.2.3 Branching a Call Flow Using a Variable

The **Test User Variable** 159 action is used in call flows to

Example of Using a User Variable to Branch a Call Flow

1. Add a variable called **Reception**.
2. Two start points need to be created, one for indicating when the reception is open, the other for when the reception is closed. When completed the call flows will look similar to the examples shown.
   - Create a start point called **ReceptionOpen** and connect it to a **Set User Variable** action. The **Set User Variable** action is then configured to set the value of the user variable **Reception** to ***Open***. Record a prompt for the action such as *"Reception open"*.

     Modules > ReceptionOpen

   - Create a start point called **ReceptionClosed** and connect it to a **Set User Variable** action. The **Set User Variable** action is then configured to set the value of the user variable **Reception** assigned to ***Closed***. Record a prompt for the action such as *"Reception closed"*.

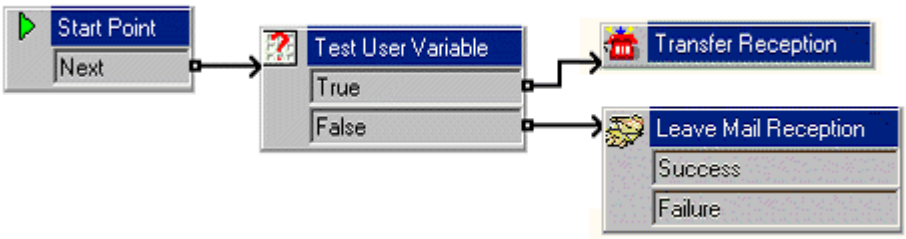
     Modules > ReceptionClosed

3. Create matching short codes for the modules on the telephone system. These allow the receptionist to simply set the reception to open or closed and hear a confirmation prompt when they do either.

Field	Enter:	Enter:
Code	*91	*92
Feature	Voicemail Collect	Voicemail Collect
Telephone Number	"ReceptionOpen"	"ReceptionClosed"
Line Group ID	0	0

4. For calls using another start point, you can now use the **Test User Variable** action to test whether the value of **reception** is **open**. The action has **true** and **false** results which you can link to the appropriate following actions, for example transferring calls to the reception desk when reception is open, otherwise direct to the receptionist's mailbox.

   Modules > Open

Chapter 6.
Callflow Actions

6. Callflow Actions

When a start point [72] has been added, it can be linked to an action. Each action can have one or several results, depending on the type of action, and each result can be linked to a subsequent action. In this way you can build up a call flow.

Each action can have a number of results (true, false, no answer, busy). The types of results depend of the type of action, most actions having just a 'Next' result. Each result can be used as a connection point to another action. See Connections [87].

A set of actions and connections can be combined and reused as a module. Modules [76] are reusable sets of actions. Use modules to create a sequence of actions that you can then use within any other start point's call flow. Changes to the module will affect all start points using that module. This simplifies the programming if a number of start points need the same sequence of actions.

You can double-click an action to display the properties in a series of tabs. Many actions share the same standard tabs but each usually also has a specific tab that contains options unique to that action's function.

The standard tabs of an action are:

- **General** [91]
  Sets a name for the action in the call flow and whether a PIN code is required by callers to use the action.
- **Entry Prompts** [92]
  Sets the prompts that should be played to callers that reach the action.
- **Reporting** [95]
  Provides reporting on calls that use the action.
- **Results** [97]
  Displays the results configured for the action. Each result can be connected to a further action in the call flow.

To add an action:

1. Select the start point to which you want to add an action.
2. Click in the Details pane.
3. Click **Actions** and select the type of action that you want to add from the list, for example Basic Actions.
4. From the submenu, select the required action. For example, if you selected Basic Actions, you might choose Speak Text. The cursor changes to show that you have selected an action to add. Alternatively on the toolbar, click the icon for the required type of action and then select an action from the submenu.
5. Click in the details pane, where you want to place the action. The new action is added. You can now edit the action and add connections to it.

You can change the properties of an action. For example, If you selected the Speak Text action you can specify the actual text to be spoken when an action is taken.

To edit an action:

1. Double-click the action in the details pane or right-click it and select **Properties**. The Properties window opens. Details of the selected action are contained in a set of tabs.
2. Select a tab and change the action properties as required.
3. Click **OK** when you have finished.

To delete an action:

1. In the Details pane where the actions are displayed, click the action to delete.
2. From the **Edit** menu, select **Delete** or right-click the action and select **Delete**.
3. The selected action is deleted.

6.1 Connections

The actions that are added to a start point must be connected before they can be used. The sequence of the connections determines how the call is routed through voicemail.

Each action can have a number of results (for example **True**, **False**, **No Answer** and **Busy**). The types of results depend of the type of action. For each result, a connection can be added.

- Most actions only have a **Next** result, that is, a single connection to the next action.
- Some actions have two results, for example **True** or **False**. Each of these results represents a connection point for different following actions.
- Some actions have multiple results. For example, the Assisted Transfer action has results for **Next**, **No Answer**, and **Busy**. Each of these results represents a connection point for different following actions.
- If a result occurs, for which no connection to a following action has been set, either the call is disconnected or, if it came from a hunt group queue, it is transferred back to the queue.
- Within modules, all connections should end in another action or in a Module Return action.

To add a connection:

1. Click the icon.
2. Click and drag the cursor from action's result that triggers the connection to the action that should follow the connection.

To delete a connection:

1. Click the connection to delete. It is displayed in red.
2. Press **Delete**. The connection is removed. Alternatively, either select **Edit** and then **Delete** or right-click and then select **Delete**.

6.2 Available Actions

Once a start point has been added, it can be linked to an action. The available actions are divided into the following groups:

- **Start Point** 72
  This special action is present by in all call flows. It is simply the start point for the call flow to which other actions can be linked. While this action has **General**, **Entry Prompts**, **Reporting** and **Results** tabs they should not be used. Any settings added to those tabs will be ignored and should be applied through the tabs of the first additional action added to the call flow and linked to the **Start Point**.

Basic Actions

The following actions are used to control the routing of a call between actions.

- **Generic Action** 99
  Play a prompt entered through the **Entry Prompts** tab to the caller. Also used to enter custom commands for the Voicemail Pro server.
- **Speak Text Action** 111
  Enter text and then play it to the caller. Requires TTS to be installed and licensed.
- **Menu Action** 115
  Branch the call flow according to the telephone button presses made by the caller.
- **Goto Action** 117
  Go to another start point.
- **Disconnect Action** 118
  Disconnect the call.
- **Home Action** 118
  Return to the start point.
- **Module Return Action** 118
  Return to the start of a module.

Mailbox Actions

These actions relate to the leaving and collecting of messages from a mailbox.

- **Get Mail Action** 120
  Collect messages from a mailbox.
- **Leave Mail Action** 122
  Leave a message in a mailbox.
- **Listen Action** 123
  Record to a mailbox.
- **Voice Question Action** 124
  Record responses to a series of prompts.
- **Campaign Action** 125
  Access a campaign to read or leave messages.

Configuration Actions

A caller can use these actions to change the settings of a user or hunt group mailbox.

- **Edit Play List Action** 126
  Re-record a prompt.
- **Record Name Action** 127
  Re-record a mailbox name**.**
- **Personal Options Menu Action** 128
  Change user or group settings.
- **Select System Prompt Language Action** 130
  Change the prompt language.

Telephony Actions

These actions relate to telephony functions such as call transfers.

- **Variable Routing Action** 132

Route on a match to a variable such as the caller's CLI.

- **Route Incoming Call Action** 133
  Route a call depending on whether the call is internal or external.
- **Route by Call Status** 133
  Calls route is determined by why the reason the call was routed to voicemail.
- **Transfer Action** 134
  A blind transfer.
- **Whisper Action** 135
  Screened transfer.
- **Call List Action** 137
  Transfer to a user selected choice.
- **Dial by Name Action** 138
  Select user/group by keypad letters.
- **Assisted Transfer Action** 139
  A transfer with assistance for callers.
- **Alphanumeric Collection Action** 141
  Callers use this action to input text and numeric values.
- **Park and Page Action** 143
  Park an incoming call and page a specific user extension or hunt group about the call.
- **Predictive Call Script Action** 145
  Create call flows for predictive calls made by Avaya Outbound Contact Express.

Miscellaneous Actions

- **eMail Action** 149
  Email a recording.
- **Open Door Action** 150
  Open and/or close a door relay.
- **Alarm Set Action** 151
  Set an alarm call time.
- **Clock Action** 153
  Play the time to the caller.
- **Post Dial Action** 154
  Play a recording to an extension.
- **VB Script Action** 155
  Use Visual Basic to script call flow events.
- **Remote Call Flow** 156
  Include call flows developed elsewhere in an existing call flow.

Condition Actions

These actions are used to create branches in the call routing according to whether a value is true or false.

- **Test Condition Action** 157
  Test whether a condition is true or false.
- **Set User Variable Action** 158
  Set a variable to a particular value.
- **Test User Variable Action** 159
  Test the value of a variable.
- **Test Variable Action** 160
  Check if user dialing matches set digits.
- **Increment and Test Counter** 162
  Increment a $COUNTER variable and then test whether is matches a specified value.

- **Decrement and Test Counter** 163
  Decrement a $COUNTER variable and then test whether is matches a specified value.

Database Actions

These actions relate to retrieving and adding data to a database.

- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

- **Database Open Action** 164
  Open a database.
- **Database Execute Action** 165
  Perform an action on a database.
- **Database Get Data Action** 166
  Get information from a database.
- **Database Close Action** 167
  Close a database.

Queue Actions

These actions are associated with hunt group queues and are not available to user and short code start points. The IP Office Manager option **Synchronise calls to announcements** should not be used when using the queue actions.

- **Queue ETA Action** 169
  Speak the caller's expected time to answer.
- **Queue Position Action** 170
  Speak the caller's queue position.

6.3 Standard Action Tabs

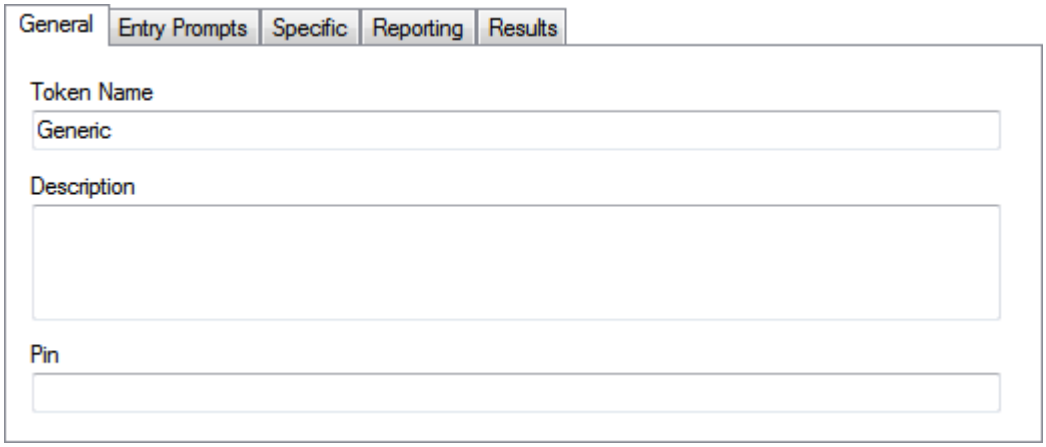
The standard tabs of an action are:

- **General** 91
  Sets a name for the action in the call flow and whether a PIN code is required by callers to use the action.
- **Entry Prompts** 92
  Sets the prompts that should be played to callers that reach the action.
- **Reporting** 95
  Provides reporting on calls that use the action.
- **Results** 97
  Displays the results configured for the action. Each result can be connected to a further action in the call flow.

6.3.1 General

The **General** tab contains the action name. You can also enter notes about the action and protect a call flow by adding an access code.

This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the Start action are ignored and should instead be applied through the first other added to the call flow.



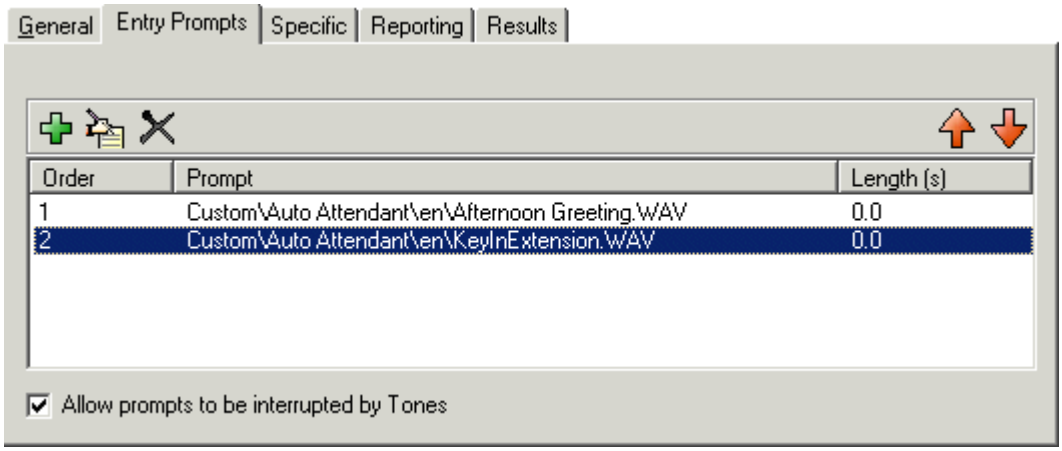
- **Token Name**
  The name of the action, for example, the token name for the action Menu is 'Menu'. The token name can be changed so the use of the action can be indicated. It could also be confusing having two actions within a module with the same name.
- **Description**
  Use this field to enter notes about why the action is being used or other information that is needed. The text in the **Description** field can be used with TTS to automatically generate a prompt, see Using the Wave Editor 93.
- **Pin**
  Each action can be protected by a PIN number. The PIN number can be the voicemail code of the presumed user. To do this enter a **$** symbol. For example, entering **$** would force the callers to dial their voicemail code, entering **104$** would force the callers to dial 104 followed by their voicemail code.

6.3.2 Entry Prompts

The **Entry Prompts** tab is used to select the prompts to be played before the action performs its main role. Multiple prompts can be added and the order in which they are played adjusted.

This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the Start action are ignored and should instead be applied through the first other added to the call flow.

- When accessing voicemail prompts, voicemail variables 80 can be used in both the path and filename for the prompt. For example:
  - If the prompts ***Greeting1.wav*** and ***Greeting2.wav*** etc. are recorded, an action set to play ***Greeting$KEY.wav*** plays the greeting prompt that matches the current value of ***$KEY***.
  - By recording custom prompts for different langauges with the same file name but placed in appropriately named langauge sub-folders, the variable **$LOC** can be used in an action's prompt file path to play the correct language version of the prompt.



- **Add Prompt**
  Clicking or double-clicking an existing listed prompt starts Wave Editor 93. Use Wave Editor to record and play prompts through the Voicemail Pro server computer or through an extension on the IP Office system. You can select an existing prompt or specify a new file name and then record the new prompt.
- **Edit Prompt**
  Edit the details of the currently highlighted prompt using the Wave Editor 93.
- **Delete Prompt**
  Delete the currently highlighted prompt from the play list. Note that the actual prompt file is not deleted from the server.
- **Move Prompt**
  Move the position of the currently highlighted prompt in the play list.
- **Allow prompts to be interrupted by Tones**
  If selected, the callers can press tone keys to make selections during the playing of the actions entry prompts.

The **Edit Play List** 126 action can be used in call flows to record a specified prompt. This helps you to create call flow options where the voicemail user can record prompts themselves to reflect changes in operation.

Speaking Variables to Callers

Call variables can be used as prompts. The value of the call variable is then spoken. This applies to all variables that are numeric values. It also applies to **$NAM** which plays the mailbox user's recorded name prompt.

Numbers are spoken as a series of single digits. For example, 123 is spoken as "one two three". To speak 123 as "one hundred and twenty-three" requires TTS to be installed and a **Speak Text** 111 action used.

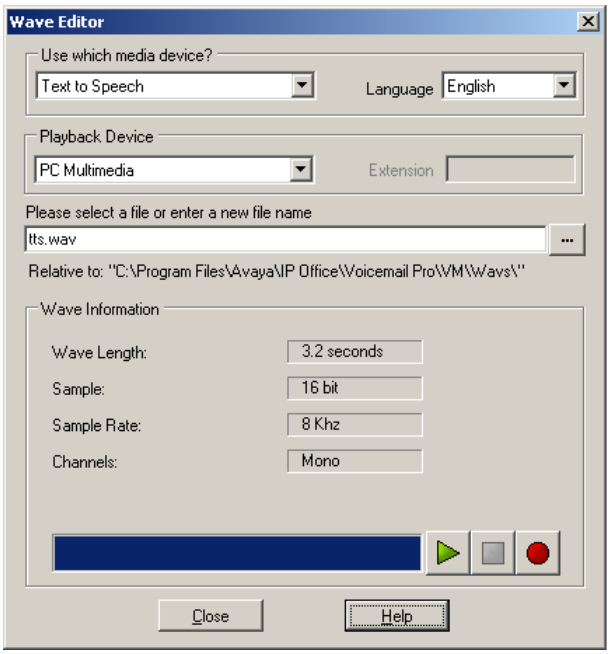
Some call variables can be played as prompts, for example:

- **$NAM**
  Plays the mailbox's name prompt if one has been recorded.
- **$CLI**
  Speaks the caller's CLI.
- **$RES**
  Plays the current result if it is a .wav file.
- **$VAR**
  Plays the variable as a list of digits.

6.3.2.1 Using the Wave Editor

The Wave Editor is used by Voicemail Pro to select, record and play prompts. It can be used to select existing prompts or to record new prompts. The system plays the prompt specified in the Entry Prompts tab of a call flow action before the action performs its main role.

Click ✚ or double-click a listed prompt to open the **Wave Editor** window. The Wave Editor assists you to record and play prompts through the Voicemail Pro server computer or through an extension on the IP Office system.



To record a new prompt:

1. First configure the recording and playback devices:
   - **Use which media device?**
     - **PC Multimedia**
       This option uses the speaker and microphone facilities of the computer on which the Voicemail Pro client is being run.
     - **Telephony Handset**
       If **Telephony Handset** is selected, enter the extension of the telephone to be used. When recording is started, the telephone will be run and after being answered, will start recording.
     - **Text to Speech**
       This option is available on systems licensed for TTS operation. Note that the option is also only shown if there is some text in the action's **Description** 91 field. When selected, the prompt file is automatically generated from that text. When **Text to Speech** is selected, the following additional fields are also used.
       - **Language**
         Select the TTS language engine that should be used for the prompt generation.
       - **Playback Device**
         Select either ***PC Multimedia*** or ***Telephony Handset*** as the device on which to playback the prompt following TTS generation.
2. Enter a file name for the recording. The file will be stored in the path shown. Alternatively use the browse icon to select an existing prompt file to be recorded.
   - When accessing voicemail prompts, voicemail variables 80 can be used in both the path and filename for the prompt. For example:
     - If the prompts ***Greeting1.wav*** and ***Greeting2.wav*** etc. are recorded, an action set to play ***Greeting$KEY.wav*** plays the greeting prompt that matches the current value of ***$KEY***.
     - By recording custom prompts for different langauges with the same file name but placed in appropriately named langauge sub-folders, the variable **$LOC** can be used in an action's prompt file path to play the correct language version of the prompt.
3. Click the record button to record the message.
4. Unless using TTS to generate the prompt, speak the message and then click the stop button when finished.
5. To listen to the recording, press the play button.

To select a prompt.

There are a large number of standard prompts that can be used. Enter the name of the prompt or use the button to browse to the required file. For a sample listing of these prompts see US English Intuity Prompts 375 and English Non-Intuity Prompts 390.

Useful files are:

- **en\MC_00** - Plays a bleep.
- **en\MC_01** - Plays 1 second of silence.
- Entering **1234.wav** will play "one two three four" (unless a file called 1234.wav has been recorded).

Some call variables 80 can be played as prompts. For example:

- **$NAM** - Plays the user name.
- **$CLI** - Speaks the caller's CLI.
- **$RES** - Plays the current result if it is a .wav file.
- **$VAR** - Plays the variable as a list of digits.

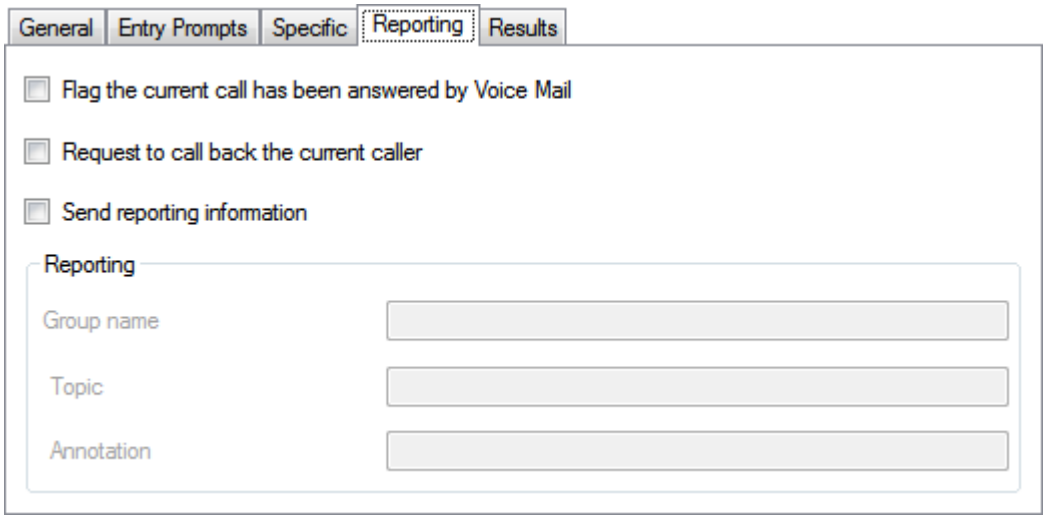
6.3.3 Specific

The contents of this tab vary according to the type of action. In some cases this tab has a different name, for example Touch Tones for the Menu action. Not all actions contain the Specific or Touch Tones tab. Details of the specific tab are covered in the section that describes the available actions.

This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the Start action are ignored and should instead be applied through the first other added to the call flow.

6.3.4 Reporting

The Reporting tab can provide information that is then used by other IP Office applications to report on calls that use a voicemail call flow. Currently for IP Office Release 9.1 this tab is not used by any other IP Office application



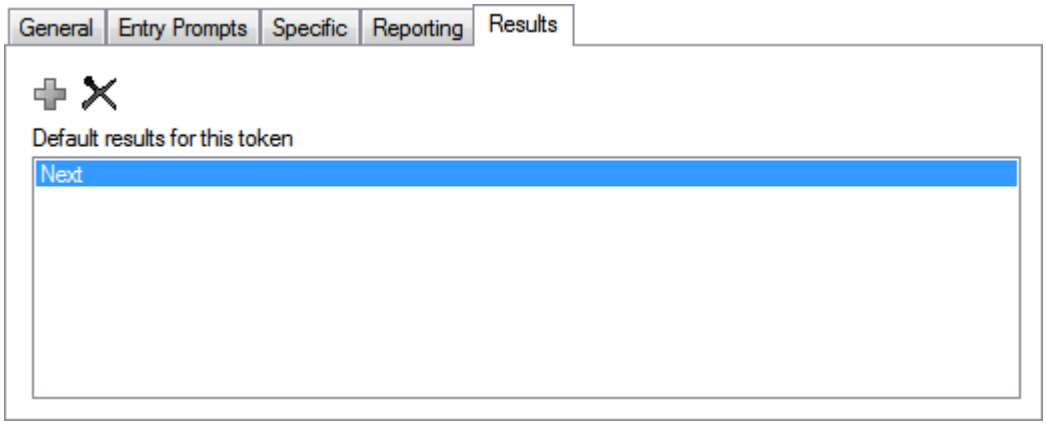
Setting	Description
Flag the current call has been answered by Voice Mail	If not selected, the number of calls and the number of times trigger values are incremented by calls that complete the action and are routed to a further action. If selected, the number of calls and the number of times triggered values are incremented by the number of calls that reach the action.
Request to call back the current caller	*This field is not used.*
Send reporting information	If selected, information can be associated with the call. That information is used by the reports that are run.
Group Name	Sets the label for reporting.
Topic	*This field is not used.*

Annotation	*This field is not used.*

6.3.5 Results

This tab shows the results available from an action. For the majority of actions the results are fixed and cannot be changed. For some actions the results are variable.

This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the **Start** action are ignored and should instead be applied through the first other added to the call flow.

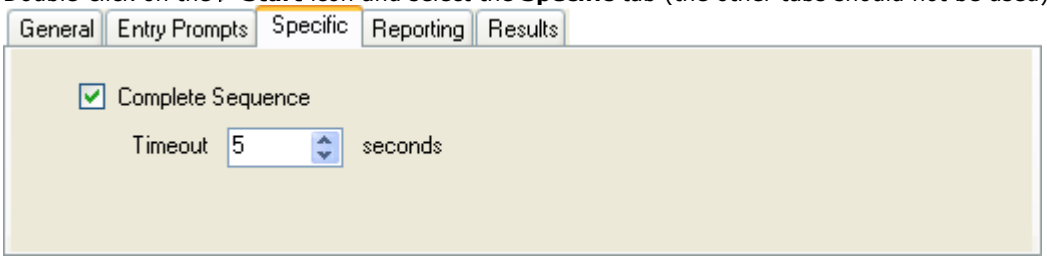


6.4 Start Action

This special action is present by in all call flows. It is simply the start point for the call flow to which other actions can be linked. While this action has **General**, **Entry Prompts**, **Reporting** and **Results** tabs they should not be used. Any settings added to those tabs will be ignored and should be applied through the tabs of the first additional action added to the call flow and linked to the **Start Point**.

Settings

1. Double-click on the **Start** icon and select the **Specific** tab (the other tabs should not be used).



- **Complete Sequence:**
  When selected, if the caller hangs up during the call flow, the call flow will continue running. If the current action which the call has reached in the call flow has a timeout result, that result connection is followed immediately. The call flow will continue until it either reaches a **Disconnect** action, a result with no action or the **Timeout** specified below.
  - **Timeout:** *Default = 5 seconds. Range 0 to 120 seconds.*
    This timeout sets the maximum time the call flow should continue running if **Complete Sequence** is selected.

Examples of Using Complete Sequence

In the call flow below, a **Listen** action is used to record a message and then two following **eMail** actions are used to distribute copies of the message. Without **Complete Sequence** enabled in the **Start Point**, if the caller hangs up after the recording no e-mails are sent. With the **Complete Sequence** option enabled in the Start Point, the e-mails are sent regardless of the caller hanging up.

6.5 Basic Actions

Basic Actions
The following actions are used to control the routing of a call between actions.

- **Generic Action** 99
  Play a prompt entered through the **Entry Prompts** tab to the caller. Also used to enter custom commands for the Voicemail Pro server.
- **Speak Text Action** 111
  Enter text and then play it to the caller. Requires TTS to be installed and licensed.
- **Menu Action** 115
  Branch the call flow according to the telephone button presses made by the caller.
- **Goto Action** 117
  Go to another start point.
- **Disconnect Action** 118
  Disconnect the call.
- **Home Action** 118
  Return to the start point.
- **Module Return Action** 118
  Return to the start of a module.

6.5.1 Generic

The Generic action can be used to play a prompt to the caller. It can also be used to enter custom commands for the Voicemail Pro server. The maximum length for the string is 128 characters.

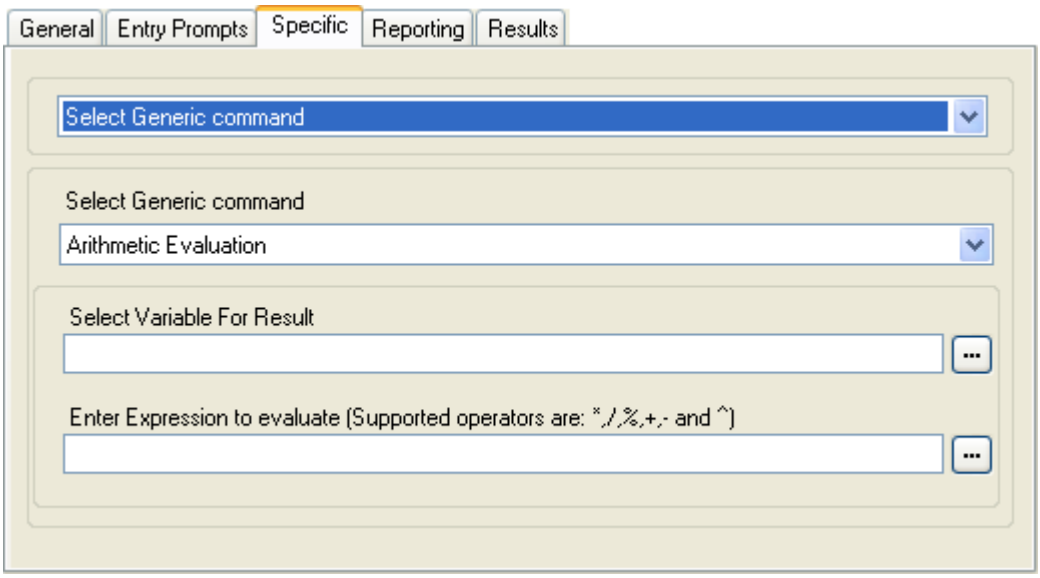
You can enter the Voicemail Pro generic commands either as traditional "free format" text strings such as *SAVE:$KEY* or through using a series of data fields to set the parameters for the required string.

The types of generic command are:

- **Arithmetic Evaluation** 100
  Perform a mathematic operation on existing variables and save the result as a call variable 80.
- **Change Caller's Priority** 101
  Change the priority of a call before it is presented to a hunt group.
- **Change User or Group Configuration** 102
  Get or change the current status of a range of user and hunt group settings.
- **Clear Counter** 104
  Return one of the **$COUNTER** variables to 0.
- **Counter Decrement** 104
  Decrement one of the 15 **$COUNTER** variables.
- **Counter Increment** 105
  Increment one of the 15 **$COUNTER** variables.
- **Generic "Free Format" Command** 105
  Enter a command as a plain text string.
- **Set Counter** 106
  Set one of the 15 **$COUNTER** variables to a specific value.
- **Set CPxx Value** 107
  Set the value of one of the 15 **$CP** variables.
- **String Manipulation** 108
  Extract or change the string stored in an existing variable and save the result as a call variable 80.
- **Set Interdigit Delay** 110
  Change the delay value between the dialing of digits for subsequent actions in a call flow.

6.5.1.1 Arithmetic Evaluation

This **Generic** command performs an arithmetic operation on call variables 80. The result is then stored in a selected call variable 80. For non-numeric values the string can be changed using the **String Manipulation** 108 option.



- **Select Generic command:** *Arithmetic Evaluation*
  - **Select Variable For Result**
    Select the call variable 80 into which the result of the arithmetic calculation should be stored.
  - **Enter Expression to evaluate**
    The string entered here can include numeric values, call variables such as **$KEY** and the following arithmetic operators in addition to (and) brackets:
    - ***** = Multiply by.
    - **/** = Divide by.
    - **%** = Modulus (remainder after division)
    - **+** = Add.
    - **–** = Subtract.
    - **^** = Bitwise exclusive or (XOR). Does a binary comparison of the decimal inputs, returning a 1 for each bit if only one of the corresponding input bits is 1, otherwise returning 0 for the bit.
  - If the values being evaluated are integers (for example 123), the result will be an absolute integer value. For example 123/2 will result in 61.
  - If any value being evaluated is a decimal (for example 123.0), the result will be a 6 decimal place value. For example 123.0/2 will result in 61.500000.

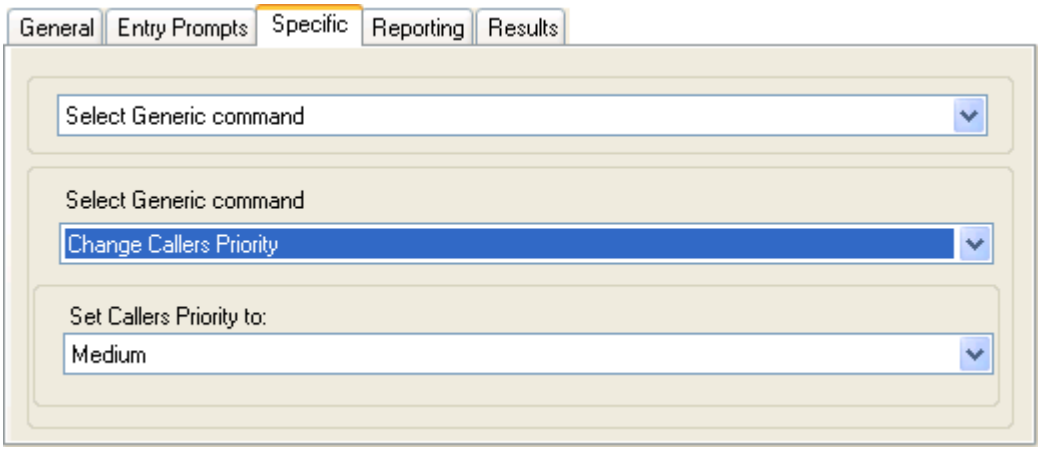
Free Format Equivalent

This action creates a free format command 105 such as *EVAL:$CP0=$CP1+$CP2+5*. In this example the current values of ***$CP1***, ***$CP2*** plus 5 are added and then stored as ***$CP0***.

6.5.1.2 Change Callers Priority

This **Generic** command changes the call priority of a call. The priority value is retained when the call is transferred back to the IP Office system.

- When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned ***Low*** priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also ***Low***).
- Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.



- **Select Generic command:** *Change Callers Priority*
  - **Set Callers Priority to:**
    The caller's priority can be set to ***Low***, ***Medium*** or ***High***. A call variable 80 set to 1, 2 or 3 can also be used to set ***Low***, ***Medium*** or ***High*** priority respectively.

Free Format Equivalent

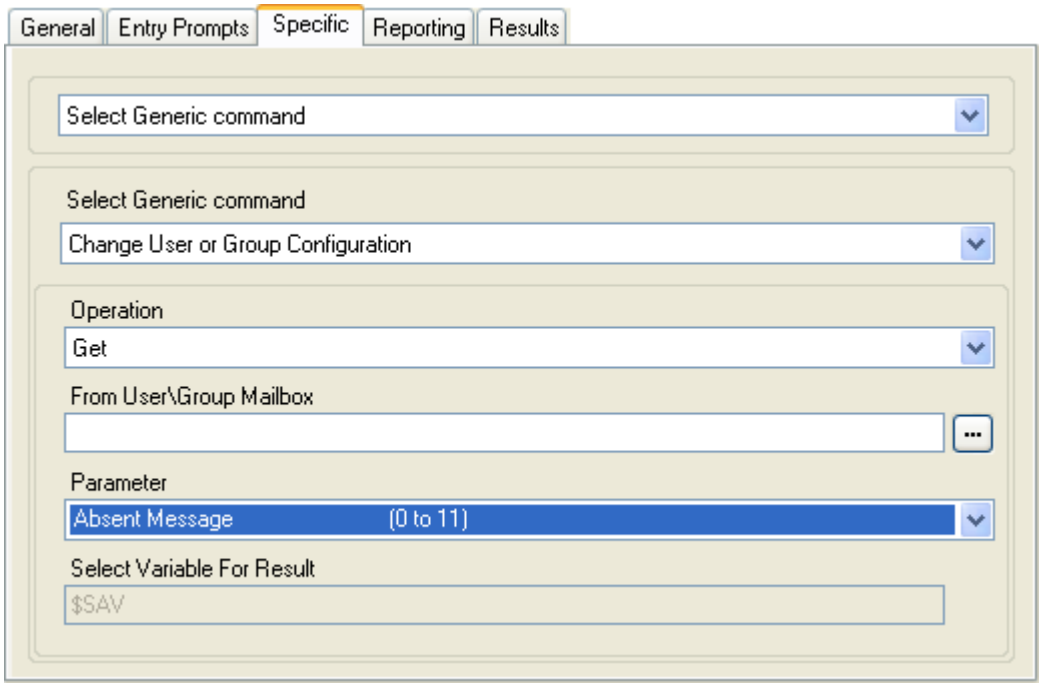
This action creates a free format command 105 such as *CHANGECALLPRIORITY:M*. In this example the caller's priority is set to medium.

6.5.1.3 Change User or Group Configuration

This **Generic** command creates generic commands that either get or set the value of configuration settings in the IP Office system. The IP Office settings are listed in the table below.

Some of these settings as indicated below can be changed using a **Personal Options Menu** action.

Any user or group configuration changes made using this method are written to the file "AuditTrail.txt" on the Voicemail Pro server computer (*C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\Logs\AuditTrail.txt*). The file includes the time, date, details of the change and the CLI of the caller making the change.



- **Select Generic command:** *Change User or Group Configuration*
  - **Operation**
    Select whether the command should ***Get*** a value from the IP Office configuration or ***Set*** a value in the configuration. When ***Get*** is selected, the **Select Variable For Result** option is shown as a reminder that the value obtained is saved into the Voicemail Pro **$SAV** variable.
  - **From User\Group Mailbox**
    Select the IP Office user or mailbox whose configuration settings the command accesses.
  - **Parameter**
    Select the IP Office configuration setting that is being got or set. For full details of the operation of these settings refer to *Avaya IP Office Manager* manual.

Parameter	User	Hunt Group	Parameter Values	Free Format Parameter Name	Personal Configuration Action
Absent Message	✓	✗	***0*** (*"None"*), ***1*** (*"On vacation until"*), ***2*** (*"Will be back"*), ***3*** (*"At lunch until"*), ***4*** (*"Meeting until"*), ***5*** (*"Please call"*), ***6*** (*"Don't disturb until"*), ***7*** (*"With visitors until"*), ***8*** (*"With cust. til."*), ***9*** (*"Back soon"*), ***10*** (*"Back tomorrow"*), ***11*** (Custom).	*absent_msg*	✗
Absent State	✓	✗	***0*** (Off) or ***1*** (On).	*absent_set*	✗
Absent Text	✓	✗	Text added to the end of the Absent Message when the **Absent State** is on.	*absent_text*	✗
Announcements	✓	✗	***0*** (Off) or ***1*** (On).	*enable_comfort_announcements*	✗
Do Not Disturb	✓	✗	***0*** (Off) or ***1*** (On).	*do_not_disturb*	✓
Ex Directory	✓	✗	***0*** (Off) or ***1*** (On).	*exdirectory*	✗
Forward Unconditional	✓	✗	***0*** (Off) or ***1*** (On).	*forward_unconditional*	✓
Forward Number	✓	✗	The destination number for the users **Forward Unconditional** when that option is on.	*forward_number*	✓

Parameter	User	Hunt Group	Parameter Values	Free Format Parameter Name	Personal Configuration Action
Forward on Busy	✓	✗	***0*** (Off) or ***1*** (On).	*forward_busy*	✗
Forward on No Answer	✓	✗	***0*** (Off) or ***1*** (On).	*forward_na*	✗
Forward Hunt Group Calls	✓	✗	***0*** (Off) or ***1*** (On). Used with **Forward Unconditional**.	*forward_hg*	✗
Forward on Busy Number	✓	✗	The destination number for the user's **Forward on Busy** and **Forward on No Answer** if either option is on.	*forward_busy_number*	✗
Mobile Twinning Number	✓	✗	The destination number being used for the user's mobile twinning.	*mobile_twinning_number*	✗
Twinning Type	✓	✗	***Mobile*** indicates or sets twinning on, any other value indicates or sets mobile twinning off.	*twinning_type*	✗
Voicemail On	✓	✓	***0*** (Off) or ***1*** (On).	*voicemail_on*	✓
Voicemail Reception	✓	✗	***0*** (Off) or ***1*** (On).	*voicemail_reception*	✓
Voicemail Email Mode	✓	✓	***0*** (Off), ***1*** (Copy), ***2*** (Forward), ***3*** (Alert).	*voicemail_emailmode*	✓
Voicemail Callback Number	✓	✗	The destination number for voicemail callback 232.	*voicemail_dialback*	✓
Group Service Mode	✗	✓	***0*** (Out of service), ***1*** (in service) or ***2*** (night service) mode.	*service_mode*	

- **Select Variable For Result**
  If the **Operation** is a ***Get***, a call variable 80 must be selected to store the value returned.

Free Format Equivalent

This action creates a free format command 105 such as *CFG:GET "<extension number>" <parameter name> <parameter value>* or *CFG:SET "<extension number>" <parameter name> <parameter value>*. The free format parameter names and values are listed in the table above.

For example, to set announcements on for extension 201, the free format command is *CFG:SET "201" enable_comfort_announcements 1*.

The following additional options exist only as free-format command strings:

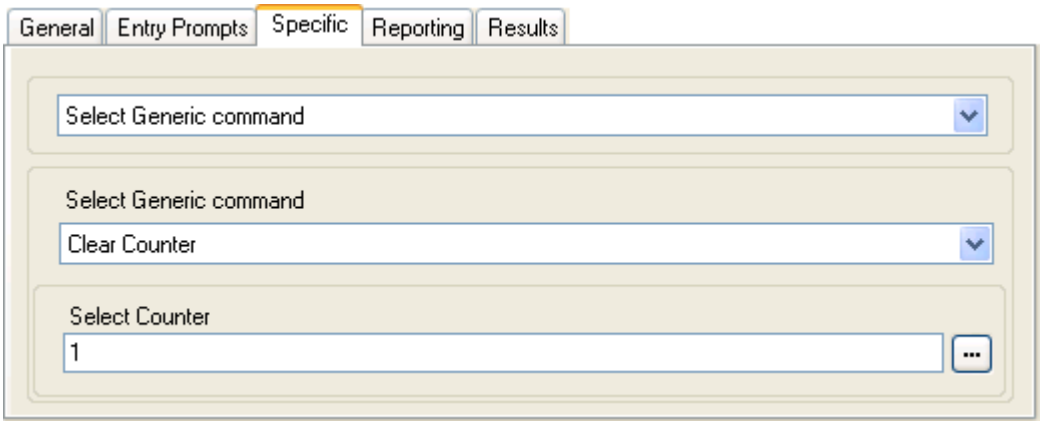
Option	User	Hunt Group	Value	Free Format Parameter Name	Personal Configuration Action
Follow Me Number	✓	✗	***Number***	*follow_me_number*	✓
Voicemail Code	✓	✗	***Number***	*voicemail_code*	✓
Off Hook Station	✓	✗	**0** *(Off)* or **1** *(On)*	*off_hook_station*	✗
Dial In	✓	✗	**0** *(Off)* or **1** *(On)*	*dial_in_on*	✗
Monitor Group	✓	✗	***Number***	*monitor_group*	✗
System Phone	✓	✗	**0** *(Off)* or **1** *(On)*	*systemphone*	✗

6.5.1.4 Clear Counter

This **Generic** command resets one of the 15 $COUNTER call variables to 0.

The voicemail server provides counter variable $COUNTER1 to $COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic** 99 action commands for *Set Counter* 106, *Clear Counter* 104, *Counter Decrement* 104 and *Counter Increment* 105.

They can also be used with the **Decrement and Test Counter** 163 and **Increment and Test Counter** 162 actions. By default the initial value of a counter variable is 0. The formats $COUNTERx or $COUNTER[x] are both supported.



- **Select Generic command:** *Clear Counter*
  - **Select Counter**
    Enter ***1*** to ***15*** to select ***$COUNTER1*** to ***$COUNTER15*** respectively.

Free Format Equivalent

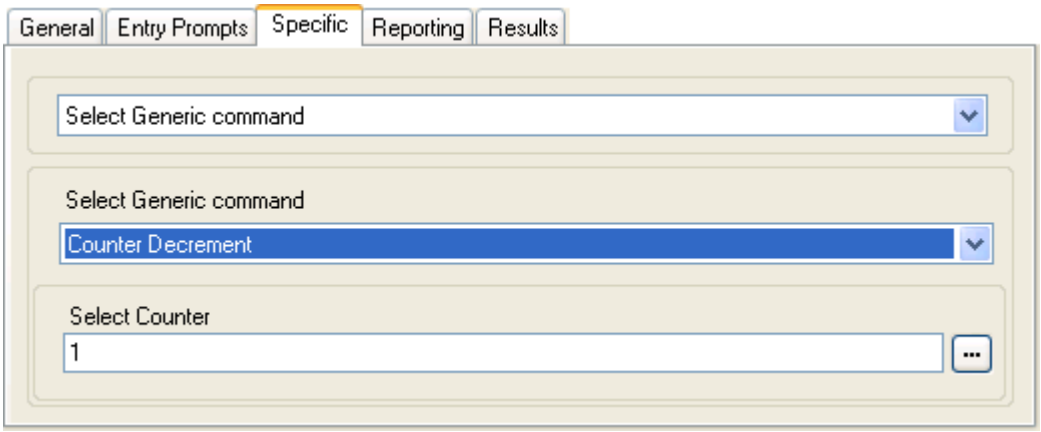
This action creates a free format command 105 such as *CLEARCOUNTER1*.

6.5.1.5 Counter Decrement

This **Generic** command decreases the value of one of the 15 $COUNTER call variables by 1.

The voicemail server provides counter variable $COUNTER1 to $COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic** 99 action commands for *Set Counter* 106, *Clear Counter* 104, *Counter Decrement* 104 and *Counter Increment* 105.

They can also be used with the **Decrement and Test Counter** 163 and **Increment and Test Counter** 162 actions. By default the initial value of a counter variable is 0. The formats $COUNTERx or $COUNTER[x] are both supported.



- **Select Generic command:** *Counter Decrement*
  - **Select Counter**
    Enter ***1*** to ***15*** to select ***$COUNTER1*** to ***$COUNTER15*** respectively.

Free Format Equivalent

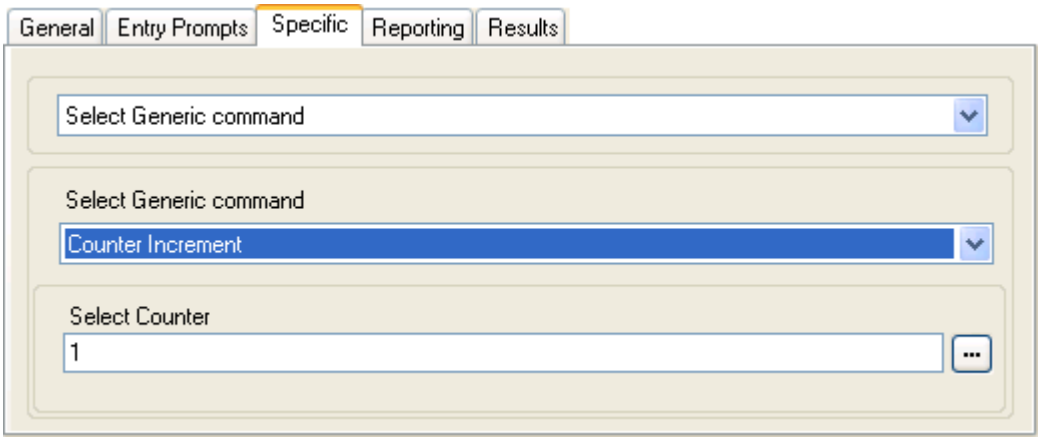
This action creates a free format command 105 such as *DECCOUNTER:$COUNTER1*. In this example decrementing the value of ***$COUNTER1***.

6.5.1.6 Counter Increment

This **Generic** command increases the value of one of the 15 $COUNTER call variables by 1.

The voicemail server provides counter variable $COUNTER1 to $COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic** 99 action commands for *Set Counter* 106, *Clear Counter* 104, *Counter Decrement* 104 and *Counter Increment* 105.

They can also be used with the **Decrement and Test Counter** 163 and **Increment and Test Counter** 162 actions. By default the initial value of a counter variable is 0. The formats $COUNTERx or $COUNTER[x] are both supported.



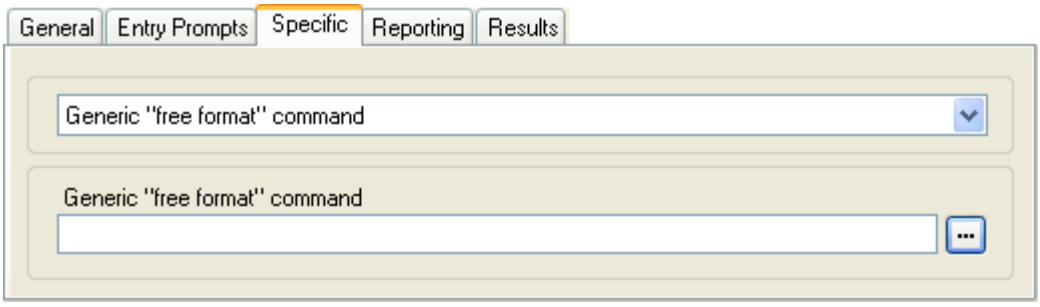
- **Select Generic command:** *Counter Increment*
  - **Select Counter**
    Enter ***1*** to ***15*** to select ***$COUNTER1*** to ***$COUNTER15*** respectively.

Free Format Equivalent

This action creates a free format command 105 such as *INCCOUNTER:$COUNTER1*. In this example incrementing the value of ***$COUNTER1***.

6.5.1.7 Generic Free Format Command

This **Generic** command assists you in the direct entry of generic commands. If the action has been previously used to setup using a specific type of generic command, the resulting free format text string for that command is shown and can be edited if required.



Details for many free format commands are included in the sections on other Generic action commands. In addition the following commands can be used:

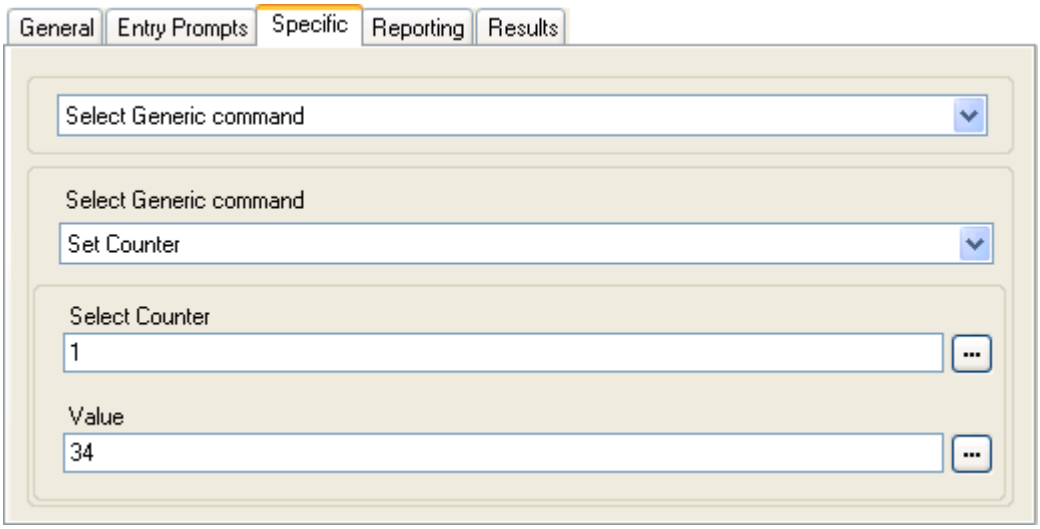
- **Save a Value:** *Save:<value>*
  This generic command can be used to replace the value of the call variable ***$SAV*** with a specified value. For example *Save:$KEY* or *Save:1234*.
- **Forward a Message:** *FWD:<ext1>#<ext2>##*
  This option can be used with a generic action that is proceeded by an action that records a message such as a **Voice Question** or **Edit Play List** action. It then forwards the message to another mailbox or mailboxes. Each extension number should be followed by a # plus an additional # at the end of the string.

6.5.1.8 Set Counter

This **Generic** command sets one of the 15 $COUNTER call variables to a specific value.

The voicemail server provides counter variable $COUNTER1 to $COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic** 99 action commands for *Set Counter* 106, *Clear Counter* 104, *Counter Decrement* 104 and *Counter Increment* 105.

They can also be used with the **Decrement and Test Counter** 163 and **Increment and Test Counter** 162 actions. By default the initial value of a counter variable is 0. The formats $COUNTERx or $COUNTER[x] are both supported.



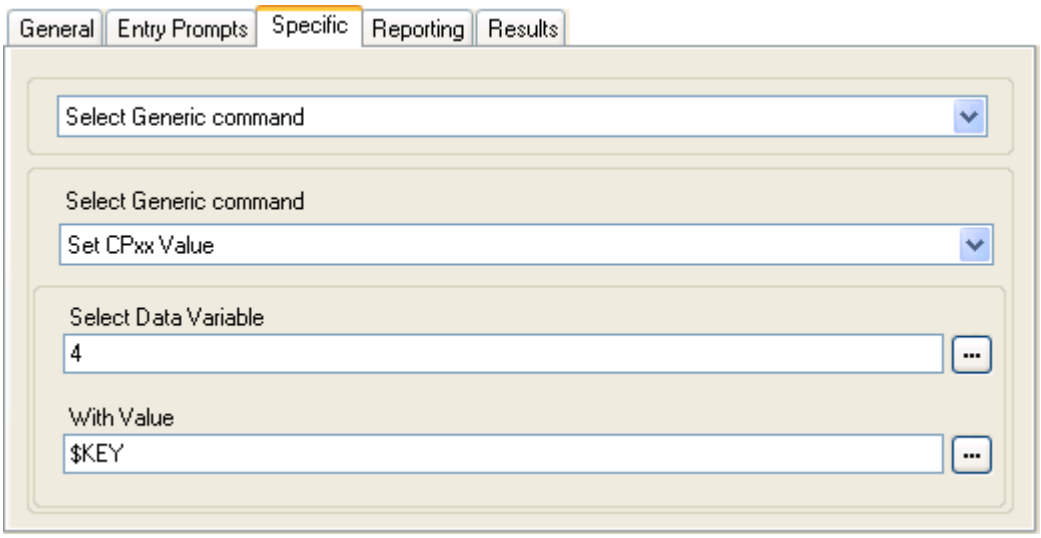
- **Select Generic command:** *Set Counter*
  - **Select Counter**
    Enter ***1*** to ***15*** to select ***$COUNTER1*** to ***$COUNTER15*** respectively.
  - **Value**
    Enter the numeric value for the counter. A call variable 80 such as **$KEY** can be entered to set the counter to match the current value of that variable.

Free Format Equivalent

This action creates a free format command 105 such as *COUNTER1:34* or *COUNTER2:$KEY*. These examples set the value of ***$COUNTER1*** to ***34*** and ***$COUNTER2*** to ***$KEY*** respectively.

6.5.1.9 Set CPxx Value

This **Generic** command stores a value as one of the 15 $CPxx call variables 80. The value to store can be the value of another variable or a value entered in the action.



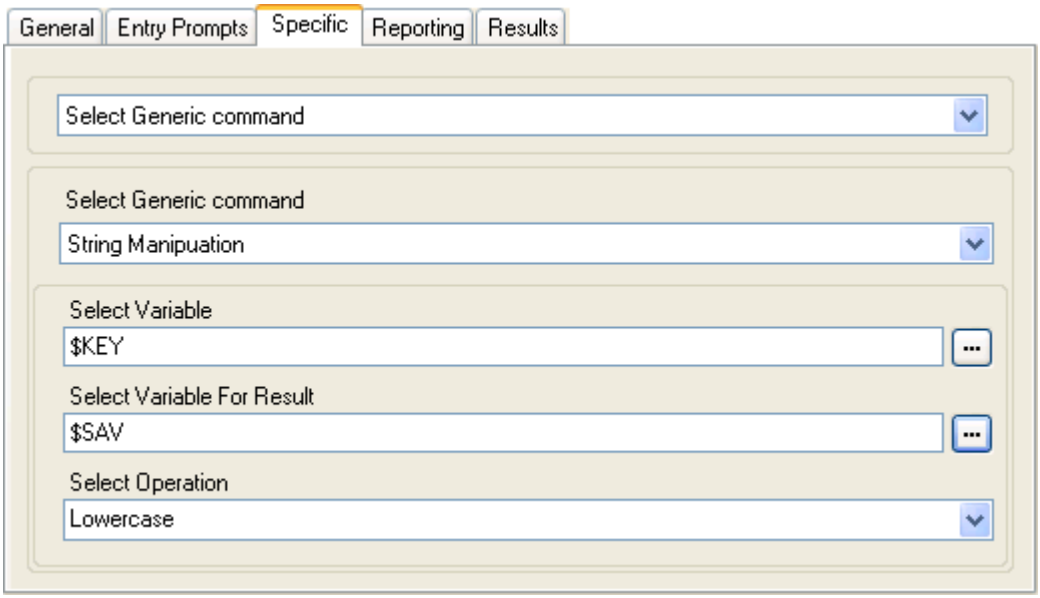
- **Select Generic command:** *Set CPxx Value*
  - **Select Data Variable**
    Enter 1 to 15 for call variable ***CP1*** to ***CP15*** respectively.
  - **With Value**
    Enter the value to store. Another call variable 80 such as ***$KEY*** can be specified to have that variables current value stored.

Free Format Equivalent

This action creates a free format command 105 such as *CP4:$KEY*. In that example the current value of ***$KEY*** is stored as variable ***$CP4***.

6.5.1.10 String Manipulation

This **Generic** command assists you in editing a call variable in various ways. For example take the full CLI of a call (for example 01555364200) and save just the area code part (in the example 555) as a new value. The action treats variable values as text strings, it does not differ whether the value is numeric or alphabetic. For numeric variables value, the value can also be manipulated using the **Arithmetic Evaluation** option.



- **Select Generic command:** *String Manipulation*
  - **Select Variable**
    Enter the call variable on which the action should perform an operation.
  - **Select Variable For Result**
    Enter the call variable which should be used to store the result of the operation.
  - **Select Operation**
    Select the operation to be performed on the selected input. Depending on the selected operation, the additional fields **Number of Characters**, **From Position Index**, **From**, and **Char/String** are displayed.

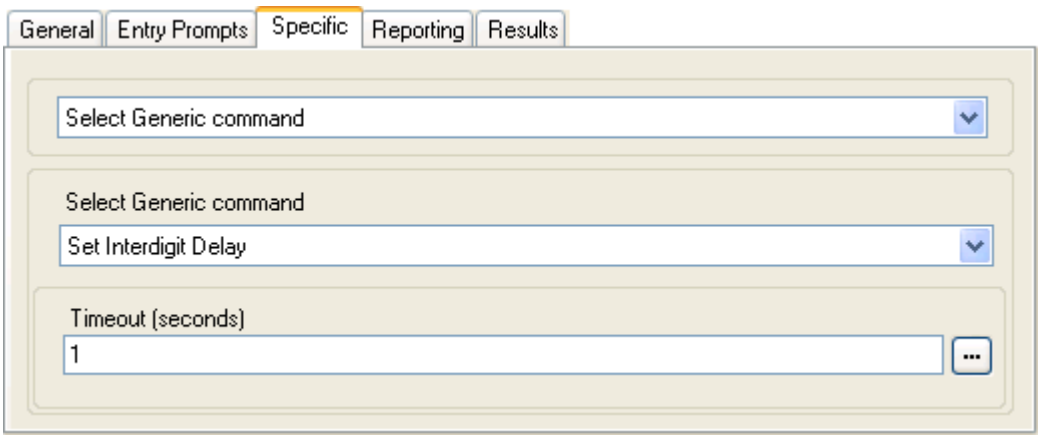
Operation	Description	Example		
		Free Format Command	$CP0	$CP1
Copy	Return the portion of the string before or after the first or last occurrence of the indicated character or characters to match.	*STRING:$CP1=copy($CPO)*	*01555364200*	*015553642000*
		STRING:$CP1=copytofirst ($CPO,1)		*01*
		STRING:$CP1=copyfromfirst ($CPO,5)		*555364200*
		STRING:$CP1=copytolast ($CPO,5)		*01555*
		STRING:$CP1=copyfromlast ($CPO,5)		*5364200*
From Position	Return the selected number of characters starting from the position index and going right.	*STRING:$CP1=mid($CP0,3,3)*	*01555364200*	*555*
From the Left	Return the selected number of characters starting from the left end.	*STRING:$CP1=left($CP0,5)*	*01555364200*	*01555*
From the Right	Return the selected number of characters starting from the right end.	*STRING:$CP1=right($CP0,5)*	*01555364200*	*64200*
Length	Return the length of the string before or after the first or last occurrence of the indicated character or characters to match.	*STRING:$CP1=length($CPO)*	*01555364200*	*11*
		STRING:$CP1=lengthtofirst ($CPO,1)		*2*
		STRING:$CP1=lengthfromfirst ($CPO,5)		*9*
		STRING:$CP1=lengthtolast ($CPO,5)		*5*
		STRING:$CP1=lengthtolast ($CPO,5)		*7*

Lowercase	Change any uppercase characters in the input into lowercase.	*STRING:$CP1=lower($CP0)*	*ABCdef123*	*abcdef123*
Reverse	Reverse the order of characters in the input.	*STRING:$CP1=reverse($CP0)*	*ABCdef123*	*321fedCBA*
Uppercase	Change any lowercase characters in the input into uppercase.	*STRING:$CP1=upper($CP0)*	*ABCdef123*	*ABCDEF123*

- **Number of Characters**
  This option is displayed for the operations ***From Position***, ***From the Left*** and ***From the Right***. It sets the number of characters to be returned.
- **From Position Index**
  This option is displayed for the operation ***From Position***. It sets the start character for set of characters to be returned.
- **From**
  This option is shown for the ***Copy*** and ***Length*** operations. The values set which part of the input variable should be used for the result. The options ***To First Occurrence of***, ***From First Occurrence of***, ***To Last Occurrence of*** and ***From Last Occurrence of*** are used with the **Char/String** field specifying the occurrence to match. If no match occurs then the full string is used, the same as if **From** is set to ***All***.
- **Char/String:**
  This option is shown for the ***Copy*** and ***Length*** operations. It sets the character or character string match that should be used as the start or end point for the operation.

6.5.1.11 Set Interdigit Delay

This **Generic** command adjusts the delay between dialing of the digits in a number.



- **Select Generic command:** *Set Interdigit Delay*
  - **Timeout (Seconds)**
    Enter the call variable 80 on which the action should be performed.

6.5.2 Speak Text

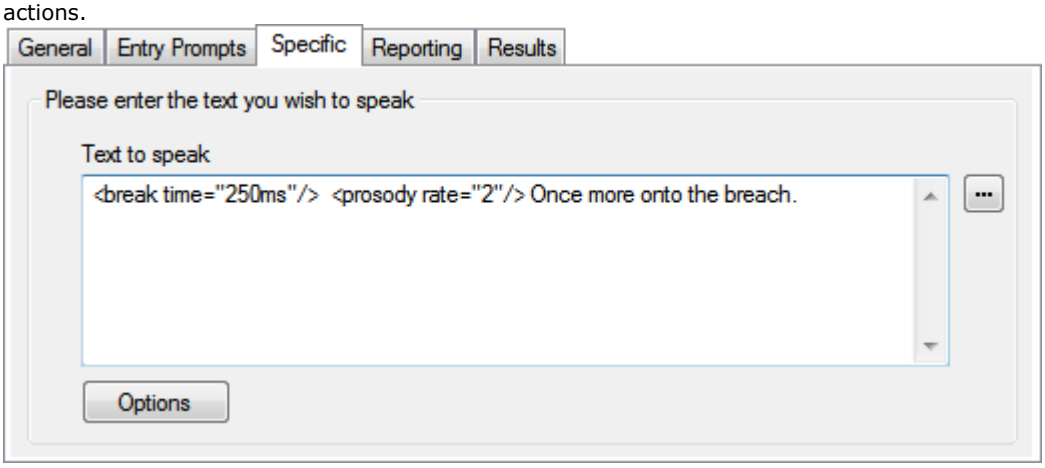
The **Speak Text** action speaks any specified text to the caller. To use **Speak Text** action, you require TTS (Text to Speech) to be installed and licensed.

For examples of the action in a call flow, see:

- Entering Details in to the Database 332
- Returning Data from the Database 330

Settings

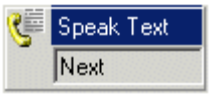
1. Click the **Basic Actions** icon and select **Speak Text**.
2. In the **Properties for Speak Text** dialog box, under the **Specific** tab, click **Options** to apply the required effects. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.



3. In the **Speak Options** dialog box, from the **Option** drop-down list, select an option to change the way TTS speaks a text. For information on each of the options, see Option 112. For example, when you select **Change Relative Speed** and set the value to 2, the rate at which the text will be spoken will be 2 seconds per word.
4. Click **OK**. The **Text** text box displays the text surrounded by XML tags.

Results

This action has the following result which can be connected to a further action:



- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

Speaking Variables to Callers

Call variables can be used as prompts. The value of the call variable is then spoken. This applies to all variables that are numeric values. It also applies to **$NAM** which plays the mailbox user's recorded name prompt.

Numbers are spoken as a series of single digits. For example, 123 is spoken as "one two three". To speak 123 as "one hundred and twenty-three" requires TTS to be installed and a **Speak Text** 111 action used.

Some call variables can be played as prompts, for example:

- **$NAM**
  Plays the mailbox's name prompt if one has been recorded.
- **$CLI**
  Speaks the caller's CLI.
- **$RES**
  Plays the current result if it is a .wav file.
- **$VAR**
  Plays the variable as a list of digits.

For more information on Speak Text action, see the section Using the Speak Text Action 355.

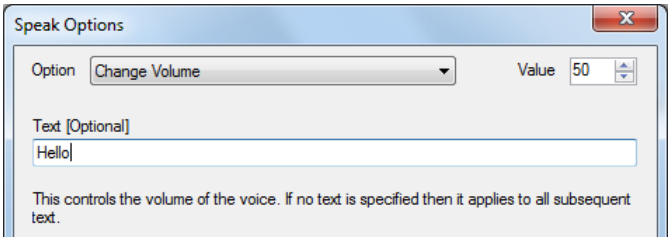
Options

You can use the following options from the **Speak Options** drop-down list to apply a range of SAPI 357 effects:

- Change Volume 112
- Change Absolute Speed 112
- Change Relative Speed 112
- Change Absolute Pitch 113
- Change Relative Pitch 113
- Emphasize Text 113
- Spell Text 113
- Add Silence 113

Change Volume

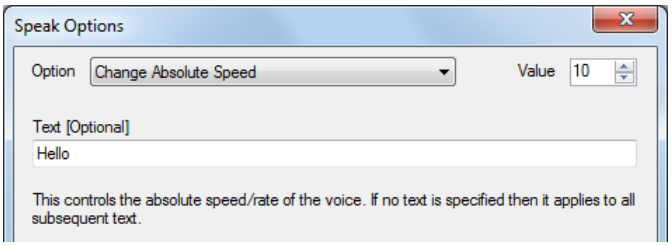
This option controls the volume of the voice. The example below would be added as *<volume level="50">Hello</volume>*. If the text is empty, the change will apply to all subsequent text, otherwise it only applies to that text.



The **Value** is between zero and one hundred. One hundred represents the default volume of a voice. Lower values represent percentages of this default. That is, 50 will correspond to 50% of full volume.

Change Absolute Speed

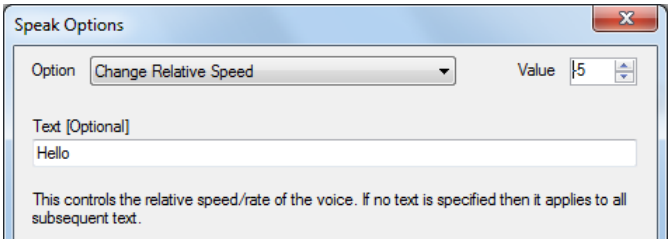
This option controls the rate at which the voice is played. The example below would be added as *<rate absspeed="10">Hello</rate>*. If the text is empty, the change will apply to all subsequent text, otherwise it only applies to that text.



The **Value** is between negative ten and ten. This specifies the absolute rate at which the voice is played. Zero represents the default rate of a voice, with positive values being faster and negative values being slower.

Change Relative Speed

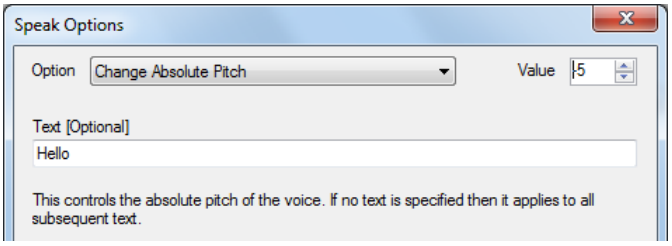
This option controls the rate at which the voice is played. The example below would be added as *<rate speed="-5">Hello</rate>*. If the text is empty, the change will apply to all subsequent text, otherwise it only applies to that text.



The **Value** is between negative ten and ten. This specifies the relative rate at which the voice is played. The absolute value is found by adding the relative speed to the current absolute value. Zero represents the default rate of a voice, with positive values being faster and negative values being slower.

Change Absolute Pitch

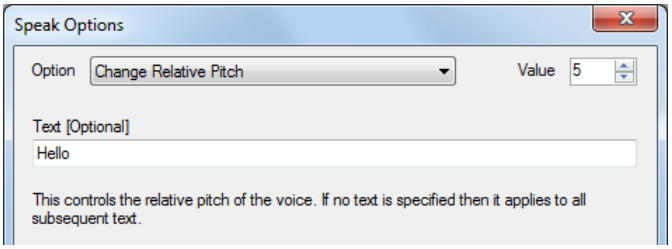
This option controls the pitch at which the voice is played. The example below would be added as *<pitch absmiddle="-5">Hello</pitch>*. If the text is empty, the change will apply to all subsequent text, otherwise it only applies to that text.



The **Value** is between negative ten and ten. This specified the absolute pitch at which the voice is played. Zero represents the default middle pitch for a voice, with positive values being higher and negative values being lower.

Change Relative Pitch

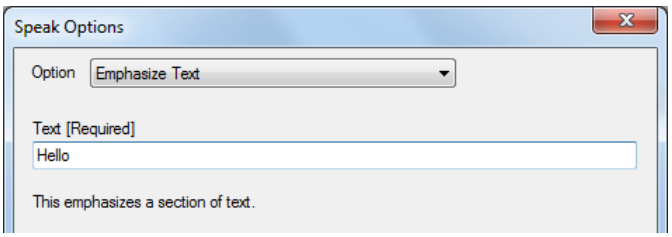
This options controls the pitch at which the voice is played. The example below would be added as *<pitch middle="5">Hello</pitch>*. If the text is empty, the change will apply to all subsequent text, otherwise it only applies to that text.



The **Value** is between negative ten and ten. This specified the relative pitch at which the voice is played. The absolute value is found by adding the relative pitch to the current absolute value. Zero represents the default middle pitch for a voice, with positive values being higher and negative values being lower.

Emphasize Text

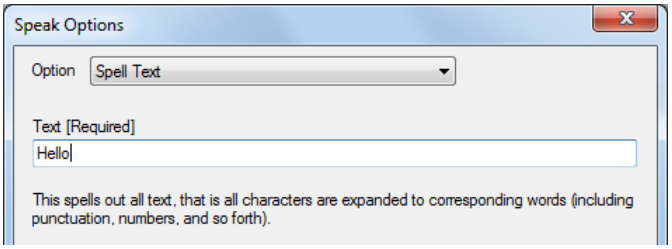
This option instructs the voice to emphasize a word or section of text. The text is required and must be included. The example below would be added as *<emph>Hello</emph>*.



The method of emphasis can vary from voice to voice.

Spell Text

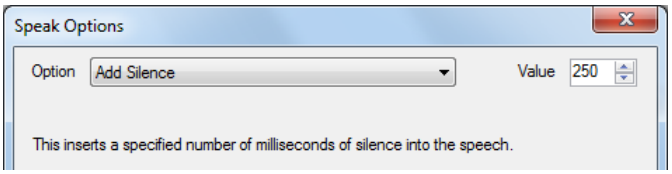
This option instructs the voice to spell out all text, rather than using its default word and sentence breaking rules, normalization rules, and so forth. The text is required and must be included. The example below would be added as *<spell>Hello</spell>*.


Speak Options
Option
Spell Text
Text [Required]
Hello
This spells out all text, that is all characters are expanded to corresponding words (including punctuation, numbers, and so forth).

All characters should be expanded to corresponding words including punctuation, numbers, and so forth.

Add Silence

This option inserts a specified number of milliseconds of silence into the output audio stream. The example below would be added as *<silence msec="250"/>*.


Speak Options
Option
Add Silence
Value
250
This inserts a specified number of milliseconds of silence into the speech.

6.5.3 Menu

The **Menu** action assists you to specify DTMF tones for which you want to create connections to following actions. For example, a menu can be created that gives callers a choice of transfer locations.

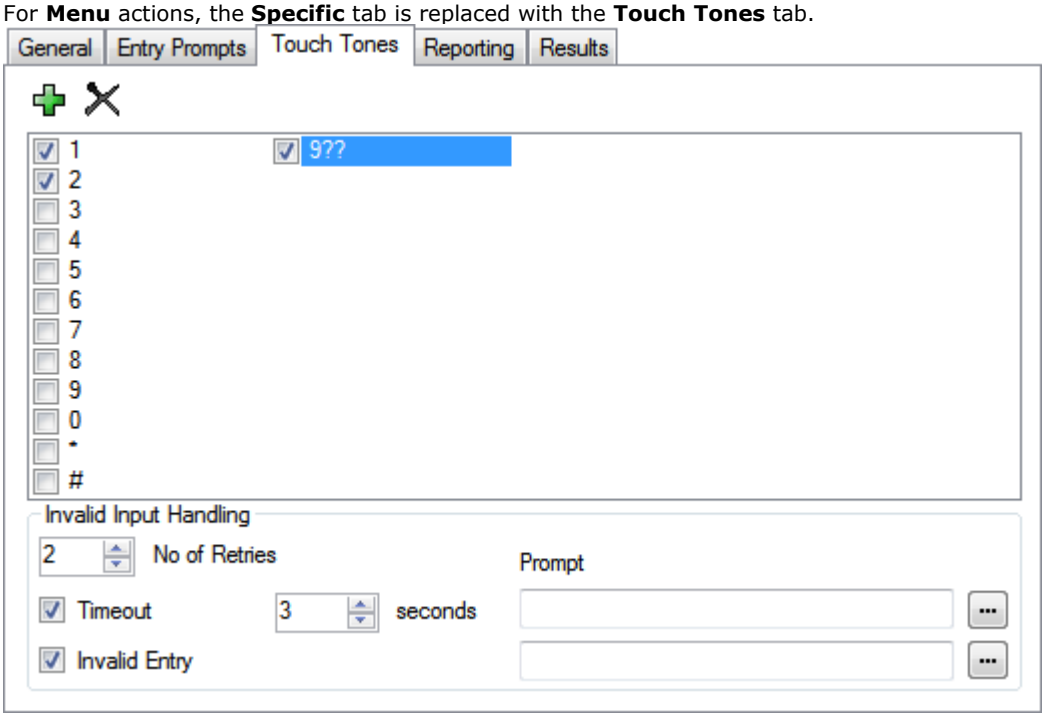
Each **Menu** action supports a maximum of 15 active touch tone entries.

For examples of the action being used in a call flow, see:

- Using a Personal Options Menu Action 233.
- Example Call Flow for Mobile Twinning 271.
- Routing Calls to Voicemail, Example Call Flow 243.
- Changing the Language of System Prompts 268.
- Changing the Language Setting for a TTY Device 265.

Settings

1. Click the **Basic Actions** icon and select **Menu**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. For **Menu** actions, the **Specific** tab is replaced with the **Touch Tones** tab.



- **0-9, *, #**
  Use the dialing digits check boxes to indicate the DTMF tones for which connections are required.
- **Add**
  The icon assists you to add custom sequences of dialing digits. In addition to the standard dialing digits (0 to 9, *, #) the following special digits can be used. If a sequence is added, check the associated box before you click **OK**. The sequence must be unique. For example, if 5 is selected, no other sequence that begins with 5 can be used.
  - **? = Any Digit**
    The ? character can be used to represent any digit (except * and #). For example, ***123???*** can be used for any six digit string starting with 123. See Example Call Flow: SelfSelect Module 243.
  - **$ = Any Sequence of Digits**
    The $ character can be used to match any sequence of digits for which there is no other match. Key press entry is ended either by the caller pressing # or 5 seconds after the last digit dialed.
  - **F = For Fax Calls**
    The **F** letter can be used to automatically detect any incoming fax calls. Once detected, the calls can be routed to another number. See Routing Fax Calls Using a Menu Action 353.
  - **Delete**
    Use this icon to delete the currently selected custom dialing sequence.

- **Invalid Input Handling**
  The following options can be used if the caller does not dial or dials an invalid digit.
- **No of Retries**
  This option assists you to specify the number of retries a caller can make if they make an invalid entry or if the timeout occurs.
- **Timeout**
  If selected, the Voicemail Pro will wait for the specified number of seconds for a valid digit. In case of a timeout, Voicemail Pro will either wait for a retry or if the **No of Retries** has been reach, it will follow the **Timeout** result connection within the call flow.
- **Invalid Entry**
  If selected, if the caller enters an invalid digit, the Voicemail Pro will either wait for a retry or if the **No of Retries** has been reach, it will follow the **Timeout** result connection within the call flow.
- **Prompt**
  You can associate a prompt with the Timeout and Invalid Entry options. If a prompt is specified, before a retry the Voicemail Pro will play that prompt. Use the ... to access the **Wave Editor** 93.

Results

The action can have the following results which can then be connected to further actions:

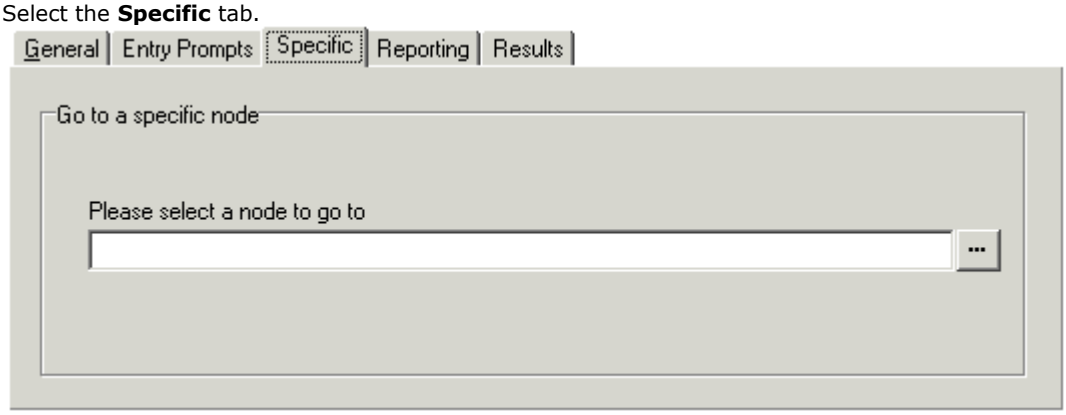
- **Timeout**
  This result is used to connect to a following call flow action if the caller does not make an entry within the specified number of seconds on the last retry.
  - This connection is followed immediately the caller hangs up if the **Start** 98 action option **Complete sequence** has been selected.
- **Invalid**
  This result is used to connect to a following call flow action if the caller makes an invalid entry on the last retry.
- **Others**
  A result for connection to a following call flow action is shown for each select dialing digit sequence.

6.5.4 Goto

The **GoTo** action will transfer the caller to another call flow start point.

Settings

1. Click the **Basic Actions** icon and select **GoTo**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- **Please select a node to go to**

  Click ... to browse to select a start point, module or system defined variable. For short codes, the browse method does not work. Instead enter "**Short Codes.*xxx***" where ***xxx*** is the short code key sequence.

  - Select the option Start point or module. Select from the available options.
    - Users - all the users with specific start points are listed.
    - Groups - all the Groups with specific start points are listed.
    - Any default start point.
    - Any available modules.
  - Select the option **System defined variables** to browse the available call variables. You can also type the name of the start point directly.

Results

This action does not have any results.

6.5.5 Disconnect

The effect of a **Disconnect** action depends on the type of call flow in which it is used. For calls within a **Queued** or **Still Queued** call flow, a **Disconnect** action will return the call back to the queue. For calls within other types of call flow, the **Disconnect** action will disconnect the call.

- **Note**
  Calls reaching a result with no following connection will be treated the same as if they had reached a **Disconnect** action. However, you can configure Voicemail Pro to play prompts to the caller prior to the use of the **Disconnect** action and to use the action's **Reporting** 95 tab options for report on calls disconnected by the Voicemail Pro server.

Settings

1. Click the **Basic Actions** icon and select **Disconnect**.

Results

This action does not have any results that can be connected to a following action. The caller is disconnected.

6.5.6 Home

The **Home** action returns the caller to the start point of the calls entry into voicemail. The PIN option in the General tab is not used for this action.

Settings

1. Click the **Basic Actions** icon and select **Home**.

Results

This action does not have any results that can be connected to a following action. Instead the caller is returned to the start point of the call entry into the voicemail. For an example of the action being used in a call flow, see Using a Personal Options Menu Action 233.

6.5.7 Module Return

The **Module Return** action is used within modules only. It creates a connection point from the module to subsequent actions within any call flow that uses the module. A module can use several Module Return actions.

Settings

1. Click the **Basic Actions** icon and select **Module Return**.
2. The action has no properties.

Results

This action does not have any results that can be connected to a following action. Instead it appears as a result in the module icon when the module is inserted into another call flow.

For examples see Changing the Language of System Prompts 268 and User Defined Variables 83.

6.6 Mailbox Actions

Mailbox Actions

These actions relate to the leaving and collecting of messages from a mailbox.

- **Get Mail Action** 120
  Collect messages from a mailbox.
- **Leave Mail Action** 122
  Leave a message in a mailbox.
- **Listen Action** 123
  Record to a mailbox.
- **Voice Question Action** 124
  Record responses to a series of prompts.
- **Campaign Action** 125
  Access a campaign to read or leave messages.

6.6.1 Get Mail

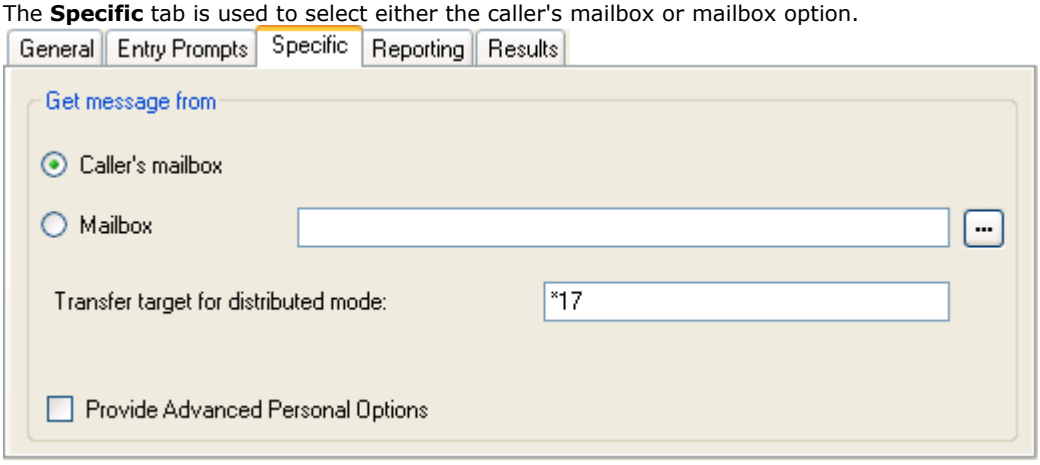
The **Get Mail** action accesses the messages in the caller's mailbox or a specified mailbox. The caller then has access to the standard mailbox features setup for that mailbox. If the extension is a trusted extension, the user does not have to enter the mailbox number and code. See Creating a Trusted Location 200.

For examples of the action being used in a call flow, see:

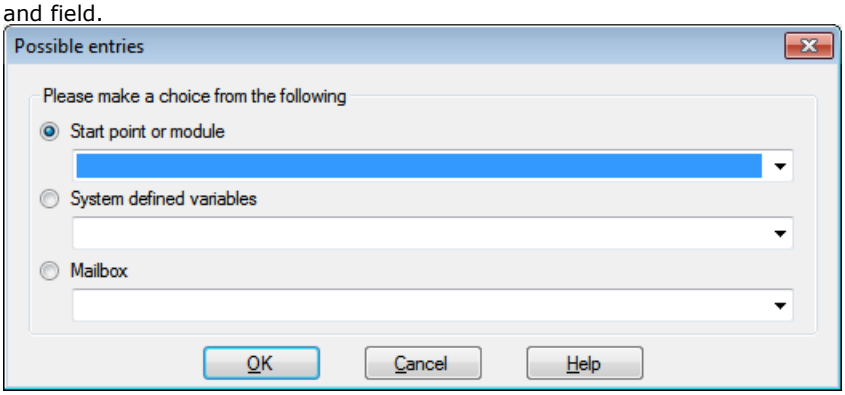
- Using a Personal Options Menu Action 233.
- Setting Up Callback 232.
- Changing the Language of Custom Prompts 269.
- Changing the Language of System Prompts 268.
- Enabling Access to Hunt Group Voicemail 215.
- Changing the Language Setting for a TTY Device 265.

Settings

1. Click the **Mailbox Actions** icon and select **Get Mail**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. The **Specific** tab is used to select either the caller's mailbox or mailbox option.



- **Caller's mailbox**
  The mailbox matching the start point of the call.
- **Mailbox**
  Select or enter the name of the target mailbox. If **?** is entered, Voicemail will prompt callers to enter the mailbox number required.
  - Clicking on the **...** browse button allows selection of the target mailbox from a drop-down list of either mailboxes, system variables 80. or other call flow modules. The options vary depending on the action and field.



- **Transfer target for distributed mode:** *Default = *17.*
  This option is required for Get Mail actions on Voicemail Pro servers acting as a distributed server. The value should match a default voicemail collect short code (telephone number ?U) set within the IP Office configuration.
- **Provide Advanced Personal Options:** *Default = Off. Intuity mode only.*
  If selected, the user is able to access a number of additional options within the mailbox telephone user interface.

- **Voicemail on/off.**
- **Voicemail email mode.**
- **DND on/off.**
- **Follow Me.**
- **Forwarding.**
- **Edit Voicemail.**
- **Edit Callback Number.**
- **Edit Mobile Twinning.**

Results

The action can have the following results which can then be connected to further actions:

- **Next**
  This conditions when this option is used depend on the mailbox mode in which the Voicemail Pro is running:
  - **IP Office mode**
    Users who press **0** while they are logged into their mailboxes will be routed to the **Next** result.
  - **Intuity mode**
    Users who press ***0** whilst in their mailboxes will be routed to their Voicemail Reception number, if set. The **Next** result is not used.

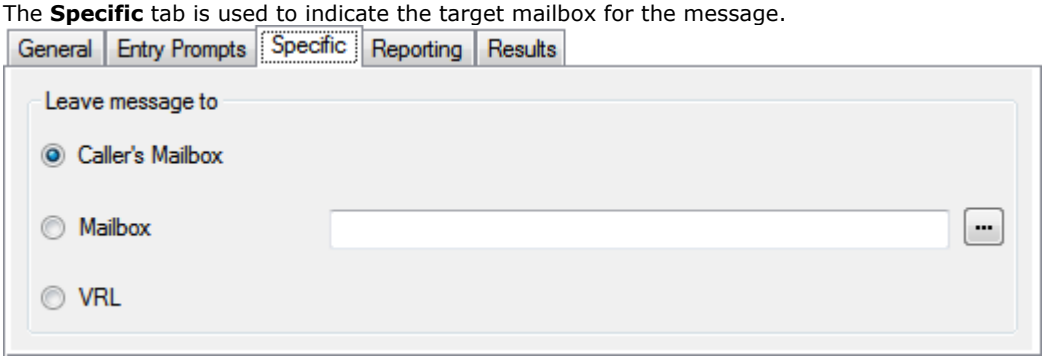
6.6.2 Leave Mail

The **Leave Mail** action assists the caller to leave a message in the start point's mailbox or in a specified mailbox. For examples of the action in a call flow, see:

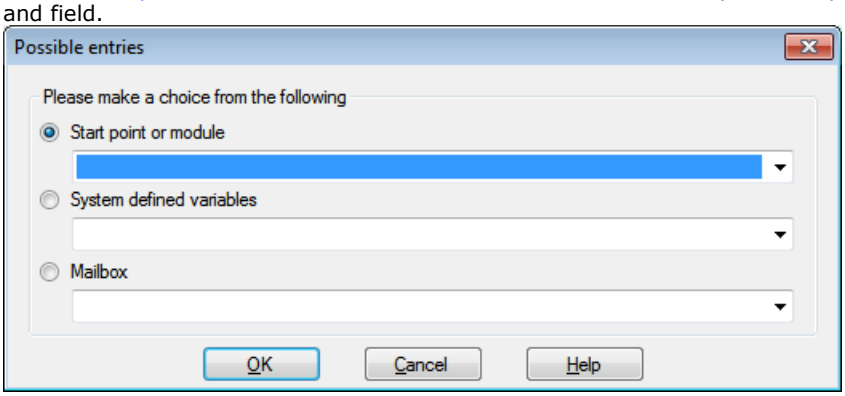
- Routing Calls to Voicemail, Example Call Flow 243.
- Hunt Group Queuing, Example Call Flow using $POS. 221
- Changing the Language Setting for a TTY Device 265.
- Example Call Flow: Dial by Name 335.

Settings

1. Click the **Mailbox Actions** icon and select **Leave Mail**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. The **Specific** tab is used to indicate the target mailbox for the message.



- **Caller's Mailbox**
  The mailbox matching the start point of the call.
- **Mailbox**
  Select or enter the name of the target mailbox.
  - Clicking on the **...** browse button allows selection of the target mailbox from a drop-down list of either mailboxes, system variables 80. or other call flow modules. The options vary depending on the action and field.



- **VRL**
  If selected, specifies that the message should be transferred to the Voice Recording Library (VRL) application IP Office ContactStore. See Voice Recording Library 248.

Results

The Leave Mail action has **Success** and **Failure** results. The use of these depends on which mailbox mode the Voicemail Pro server is using.

- **IP Office mode:**
  Callers in the mailbox follow the ***Failure*** or ***Success*** results depending on whether they press 0 before or after the leave a message tone respectively. This overrides the mailbox user's *Voicemail Reception* setting set in the IP Office configuration.
- **Intuity mode:**
  The results cannot be accessed. Callers pressing 0 will always follow the mailbox user's *Voicemail Reception* setting set in the IP Office configuration.

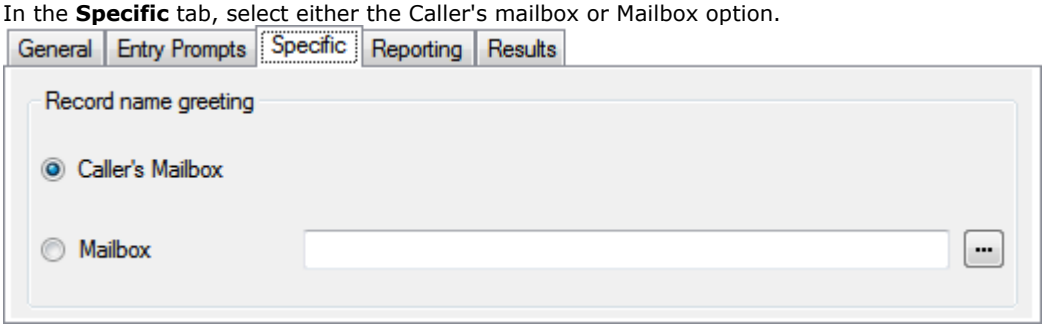
6.6.3 Listen

The Listen action assists the caller to leave a message in the start point's mailbox or in a specified mailbox. The caller can only leave a message and cannot access any other mailbox features.

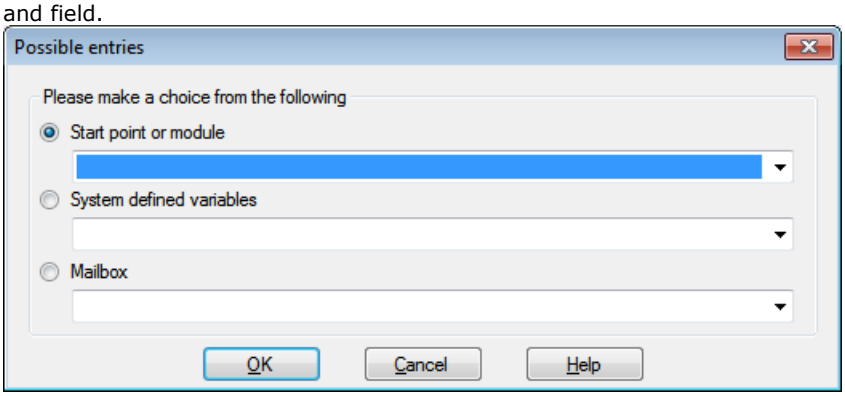
For examples of the action in a call flow, see Customizing Manual Recording 254 and Customizing Auto Recording 260.

Settings

1. Click the **Mailbox Actions** icon and select **Listen**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab, select either the Caller's mailbox or Mailbox option.



- **Caller's Mailbox:** The mailbox matching the start point of the call.
- **Mailbox:** Select or enter the name of the target mailbox.
  - Clicking on the **...** browse button allows selection of the target mailbox from a drop-down list of either mailboxes, system variables 80. or other call flow modules. The options vary depending on the action and field.



Results

This action has the following result which can be connected to a further action:

- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

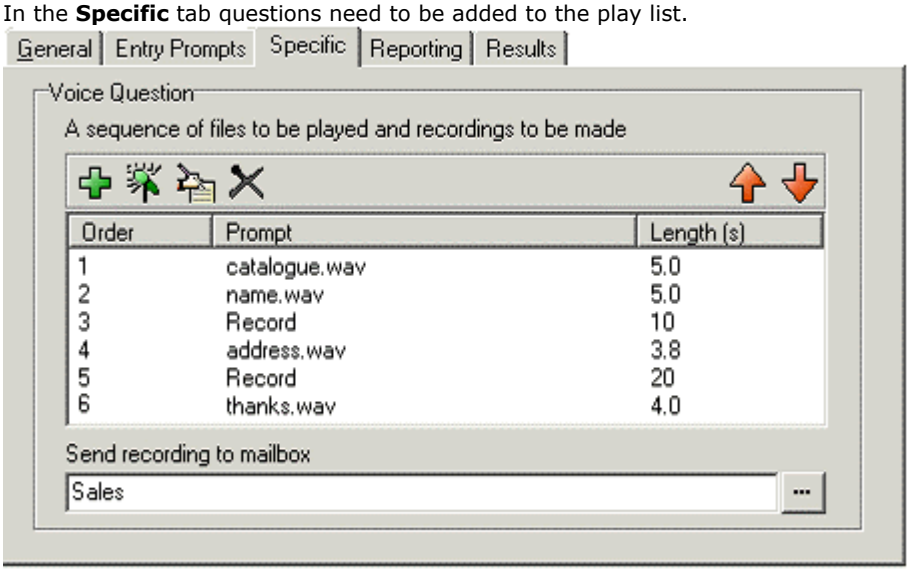
6.6.4 Voice Question

The **Voice Question** action assists you to create a play list where the caller hears a sequence of prompts and the responses are recorded.

If the play list is completed, a single file containing the recorded responses is created. That file can then be placed into a specified mailbox or passed to an eMail action.

Settings

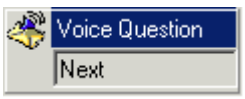
1. Click the **Mailbox Actions** icon and select **Voice Question**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab questions need to be added to the play list.



4. Click **Add a Prompt**. The Wave Editor 93 window opens. Specify a new file name and then record the new prompt or select an existing prompt.
5. Click **Record a Response**. Specify a name and a length in seconds for the recorded response. Click **OK**.
6. Repeat the above steps to create a series of questions and responses. Use the following controls to adjust the list.
   - **Edit:** - Edit the settings of the currently highlighted item.
   - **Delete:** - Deletes the currently highlighted item from the play list. This does not delete the actual prompt file.
   - **Shuffle:** - Move the currently highlighted item within the play list.
7. Specify a mailbox into which the recorded file of the responses should be stored. If no mailbox is specified the file can be passed to an eMail action 149.

Results

This action has the following result which can be connected to a further action:



- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.
  - The recorded message can be passed to a connected **eMail** action if no mailbox is selected in the **Specific** tab.

6.6.5 Campaign

A campaign is used to ask callers a series of questions and record their spoken or key press responses. Agents can then access the campaign recordings and process the response using their telephone key pad or a web interface. Each campaign can include up to 21 questions.

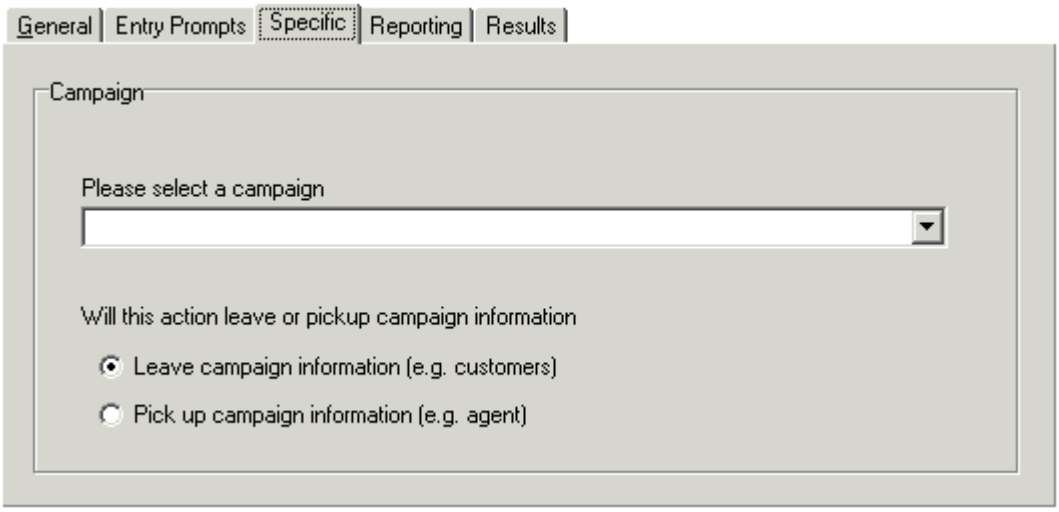
Campaigns are set up using the **Campaign Wizard** 338. The **Campaign** action can be used to either route a caller into a campaign or to allow an agent to access any messages left for a campaign.

When accessing the caller recordings from using a **Campaign** action or park slot number, the following controls are provided through the telephone keypad.

1	Go to the start of the call.		**7**	Previous response.
2	Rewind.		**8**	Start of response.
3	Stop processing the message.		**9**	Next response.
4	Mark call as processed and delete.		**0**	Pause.
5	Mark call as processed and save.		**#**	Fast forward.

Settings

1. Click the **Mailbox Actions** icon and select **Campaign**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the campaign and select whether to leave or collect campaign information in the **Specific** tab.



- **Please select a campaign**
  Select the campaign that you want to use. Then select one of the following:
  - **Leave campaign information (e.g. customers)**
    Select if the action should start the campaign to collect the caller's responses.
  - **Pick up campaign information (e.g. agent)**
    Select if the action should start playing back the response left by callers to the campaign.

Results

This action has the following result that can be connected to a further action:

- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

6.7 Configuration Actions

Configuration Actions
A caller can use these actions to change the settings of a user or hunt group mailbox.

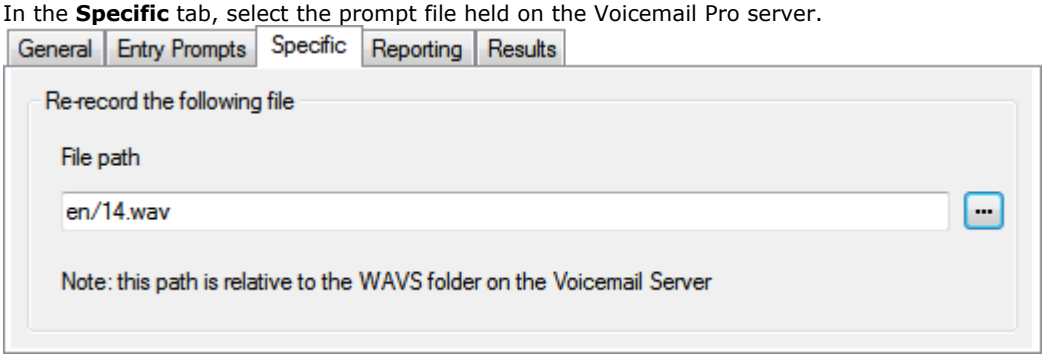
- **Edit Play List Action** 126
  Re-record a prompt.
- **Record Name Action** 127
  Re-record a mailbox name**.**
- **Personal Options Menu Action** 128
  Change user or group settings.
- **Select System Prompt Language Action** 130
  Change the prompt language.

6.7.1 Edit Play List

The **Edit Play List** action can be used to record a specified prompt file held on the Voicemail Pro server computer. This allows call flows to be created to change the prompts being used by other call flows.

Settings

1. Click the **Configuration Actions** icon and select **Edit Play List**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab, select the prompt file held on the Voicemail Pro server.



- **File Path**
  This path is relative to the WAVS folder defined 176 for the Voicemail Pro server.
  - To browse to a file location click ... The Wave editor 93 window opens. Select an existing prompt or define and record a new one.
  - When accessing voicemail prompts, voicemail variables 80 can be used in both the path and filename for the prompt. For example:
    - If the prompts ***Greeting1.wav*** and ***Greeting2.wav*** etc. are recorded, an action set to play ***Greeting$KEY.wav*** plays the greeting prompt that matches the current value of ***$KEY***.
    - By recording custom prompts for different langauges with the same file name but placed in appropriately named langauge sub-folders, the variable **$LOC** can be used in an action's prompt file path to play the correct language version of the prompt.
  - For announcements, the formats ***[GREETING]\<name>_Queued*** and ***[GREETING]\<name>_StillQueued*** can be used, where ***<name>*** is replaced by the hunt group or user name.

Results

This action has the following result which can be connected to a further action:

- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

6.7.2 Record Name

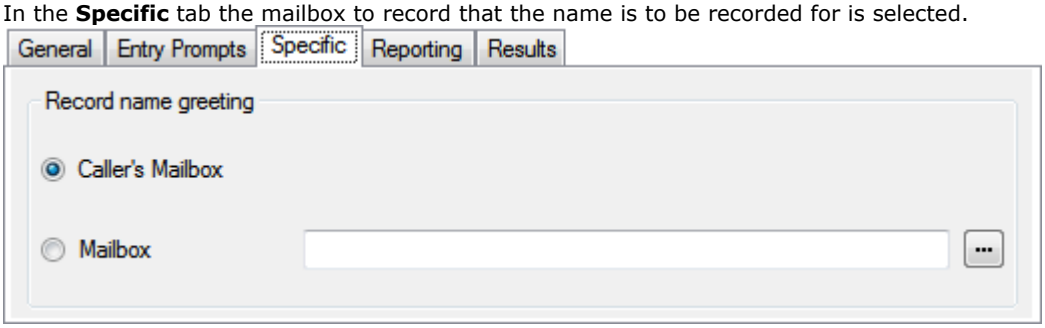
The **Record Name** action assists users to record name prompts for their mailboxes or specified mailboxes. For an example of the action in a call flow, see Adding a Record Name Module 336.

The mailbox name prompt is used for the Dial By Name 334 feature and is played to callers who are directed to the mailbox to leave a message. If the Voicemail Pro server mailbox mode is set to ***Intuity*** mode, users can record the name prompt through the telephone prompt interface.

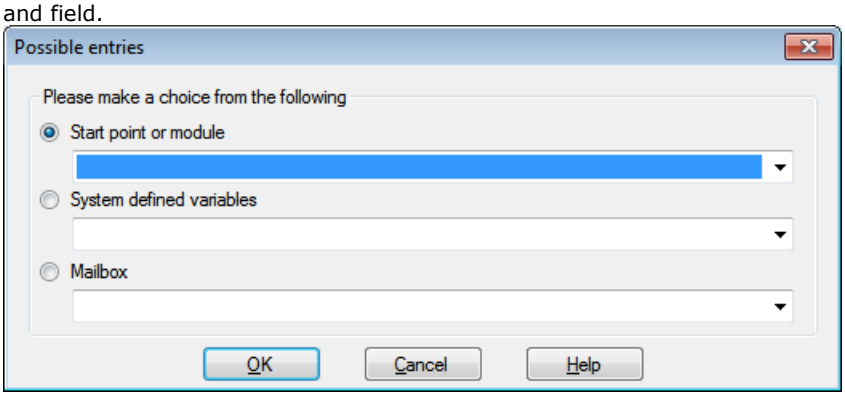
- To have a service for the bulk recording of mailbox name prompts a command called **NameWavsTable** 337 can be used.

Settings

1. Click the **Configuration Actions** icon and select **Record Name**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab the mailbox to record that the name is to be recorded for is selected.

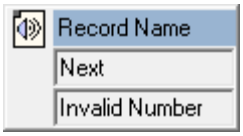


- **Caller's mailbox**
  The mailbox matching the start point of the call.
- **Mailbox**
  Select or enter the name of the target mailbox.
  - Clicking on the **...** browse button allows selection of the target mailbox from a drop-down list of either mailboxes, system variables 80. or other call flow modules. The options vary depending on the action and field.



Results

This action has the following result which can be connected to a further action:



- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.
- **Invalid Number**
  Route the call to a following action in the call flow if the extension number entered is not valid.

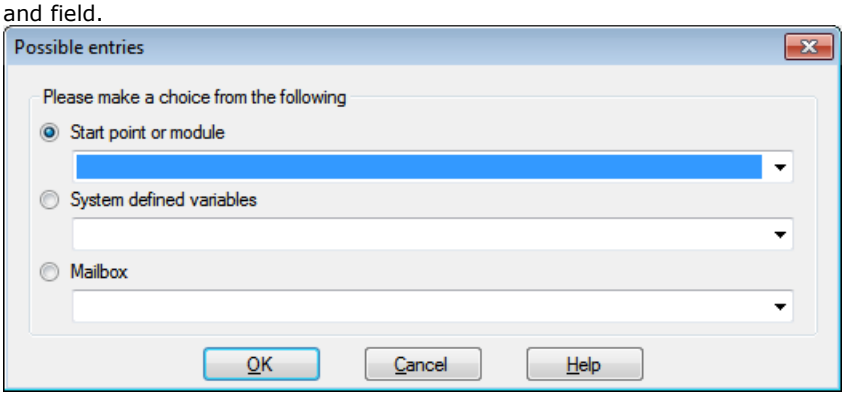
6.7.3 Personal Options Menu

The **Personal Options Menu** action assists you to alter various user or hunt group settings. Because of the nature of this action it should always be protected by a PIN code in its **General** tab. For an example of the action being used in a call flow, see Using a Personal Options Menu Action 233. This action was previously called the **Play Configuration Menu** action.

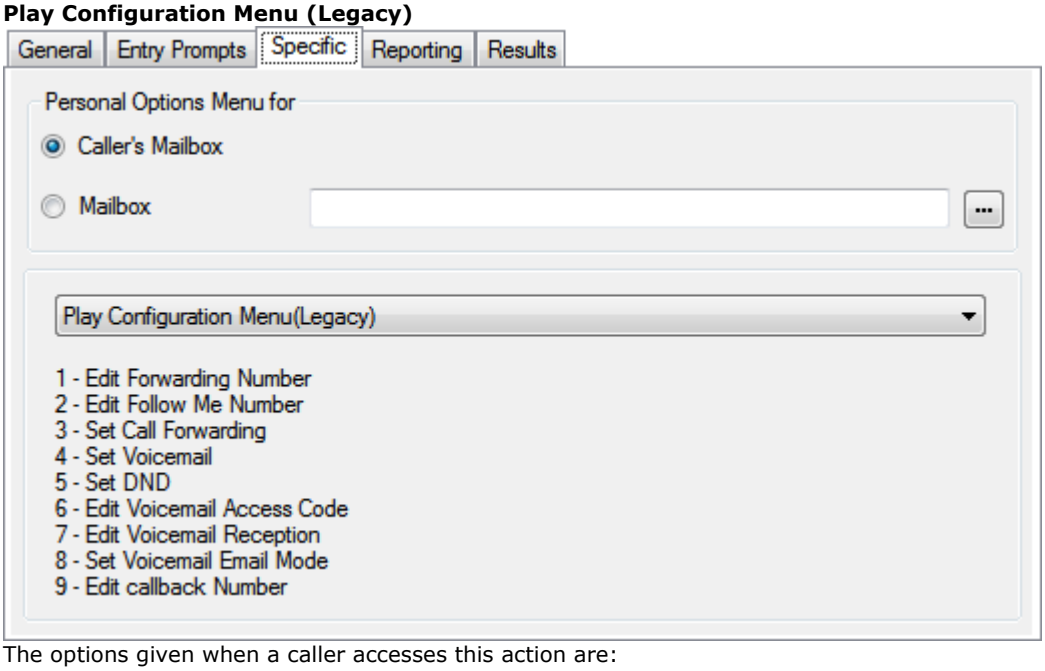
Any user or group configuration changes made using this method are written to the file "AuditTrail.txt" on the Voicemail Pro server computer (*C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\Logs\AuditTrail.txt*). The file includes the time, date, details of the change and the CLI of the caller making the change.

Settings

1. Click the **Configuration Actions** icon and select **Personal Options Menu**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions. In the **General** tab, enter a PIN code in the **PIN** field.
3. In the **Specific** tab, select the mailbox to play the configuration menu for:
   - **Caller's mailbox**
     The mailbox matching the start point of the call.
   - **Mailbox**
     Select or enter the name of the target mailbox. If the caller is not the owner or trusted member of the target mailbox, the Personal Menu Options prompts for the password of the target mailbox. Only after successful authentication, the system presents the Personal Menu options to the caller.
     - Clicking on the **...** browse button allows selection of the target mailbox from a drop-down list of either mailboxes, system variables 80. or other call flow modules. The options vary depending on the action and field.



   - **Menu Mode**
     The drop-down box assists you in selection of the mode used for the menu. For systems running in IP Office mode, only **Play Configuration Menu** is supported. For systems running in Intuity mode, either **Play Configuration Menu** or **Personal Options Menu** can be selected.
     - **Play Configuration Menu (Legacy)**



The options given when a caller accesses this action are:

User	Hunt Group
1. Edit forwarding number[1]. 2. Edit follow me number[1]. 3. Set call forwarding[1]. 4. Set voicemail on/off[1]. 5. Set do not disturb[1]. 6. Edit voicemail code[1]. 7. Edit voicemail reception[1]. 8. Set voicemail email mode[1]. 9. Edit voicemail callback number[1].	1. Set voicemail on/off[1]. 2. Edit voicemail code. 3. Set voicemail email mode[1]. 4. Set service mode[1].

1. The options marked [1] can also be set using Generic 102 action commands.

- **Personal Options Menu**
  The attributes that can be configured via Personal Options menu are **only** supported on Intuity mode voicemail systems.

User	More options
1. Configure mailing lists. 3. Configure Fax preferences. 4. Edit voicemail access code. 5. Record name. 6. Message address before record. 7. Administer call answer options. 8. Sort incoming messages. 9. More options...	1. Set voicemail on/off. 2. Set voicemail email mode. 3. Set DND. 4. Set Follow Me/Forwarding. 5. Edit Voicemail reception. 6. Edit Callback Number. 7. Edit Mobile twinning.

Results

This action has the following result which can be connected to a further action:

- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

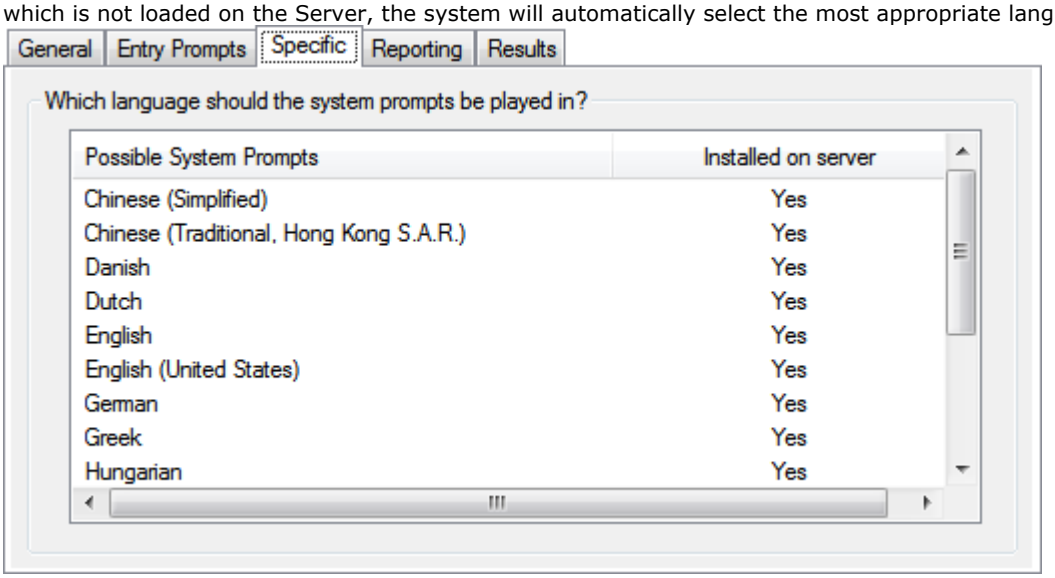
6.7.4 Select System Prompt Language

The **Select System Prompt Language** action assists the callers to alter the language of the prompts played by the system during a call flow. For examples of the action being used in a call flow, see Changing the Language of System Prompts 268 and Changing the Language Setting for a TTY Device 265.

For details of supported languages see Supported Languages 13. Not all languages are installed by default. If the selected language is not available the Voicemail Pro server will use the next nearest language.

Settings

1. Click the **Configuration Actions** icon and select **Select System Prompt Language**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab select the language that the system prompts are to be played in. If a language is selected which is not loaded on the Server, the system will automatically select the most appropriate language.



- **Possible system prompts**
  List of all prompt languages that could be installed on the system.
- **Installed on the Server**
  Displays if the prompts for a particular language are installed on the server.

Results

This action has the following result which can be connected to a further action:

- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

6.8 Telephony Actions

Telephony Actions

These actions relate to telephony functions such as call transfers.

- **Variable Routing Action** 132
  Route on a match to a variable such as the caller's CLI.
- **Route Incoming Call Action** 133
  Route a call depending on whether the call is internal or external.
- **Route by Call Status** 133
  Calls route is determined by why the reason the call was routed to voicemail.
- **Transfer Action** 134
  A blind transfer.
- **Whisper Action** 135
  Screened transfer.
- **Call List Action** 137
  Transfer to a user selected choice.
- **Dial by Name Action** 138
  Select user/group by keypad letters.
- **Assisted Transfer Action** 139
  A transfer with assistance for callers.
- **Alphanumeric Collection Action** 141
  Callers use this action to input text and numeric values.
- **Park and Page Action** 143
  Park an incoming call and page a specific user extension or hunt group about the call.
- **Predictive Call Script Action** 145
  Create call flows for predictive calls made by Avaya Outbound Contact Express.

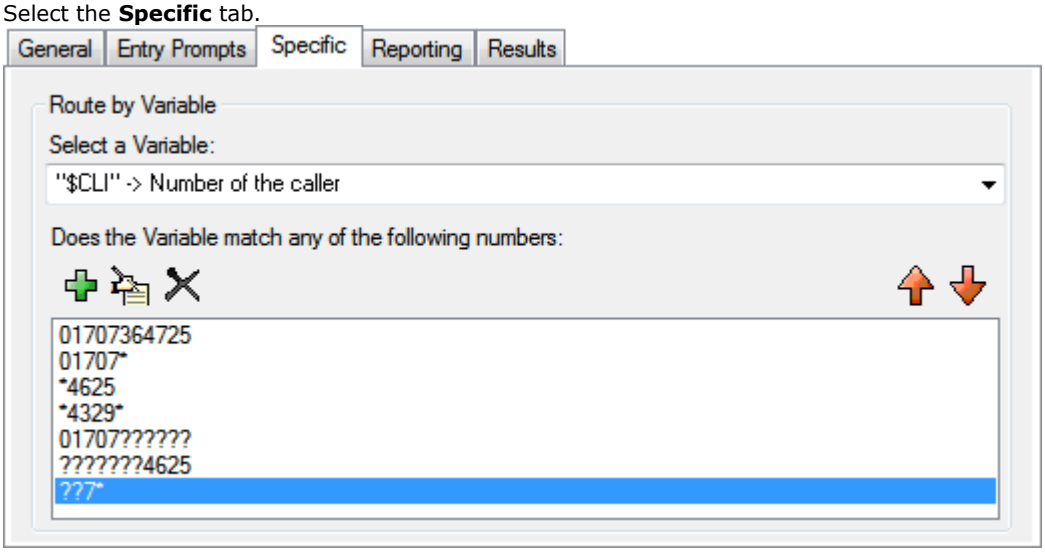
6.8.1 Variable Routing

This action routes calls based on whether a selected call variable [80] matches any of the numbers specified by the action's settings. This action replaces the previous **CLI Routing** action but can perform the same function using the ***$CLI*** variable.

The selected variable is checked for a match against all strings. Where multiple matches occur, the one with the most matching digits (excluding wildcards) is used. If several equal length matches are found, the first one in the list is used.

Settings

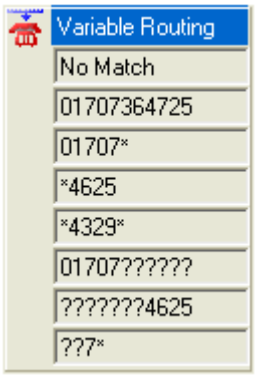
1. Click the **Telephony Actions** icon and select **Variable Routing**.
2. The **General** [91], **Entry Prompts** [92], **Reporting** [95] and **Results** [97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- **Select a Variable**
  This drop down is used to select the call variable [80] against which the values are checked for a match.
- **Does the Variable match any of the following numbers**
  The area below lists the numbers against which the selected variable will be selected for a possible match. If the variable matched multiple numbers in the list, the routing for the match nearest the top of the list is used.
  - Add a new number to the list of numbers. Some examples are listed in the results section below.
    - Numbers can include a ? wildcard to represent any single digit, with multiple ?'s to represent a matching number of digits.
    - Numbers can include a * wildcard to match any digits including multiple digits.
  - Edit an existing selected number.
  - Delete an existing selected number.
  - Move the position of the currently highlighted string.

Results

This action has a separate result for each number string entered on the action's **Specific** tab plus a **No Match** result. Examples are:



- **01707364725** will only match that number exactly.
- ***01707**** will match any number beginning with 01707.
- ****4625*** will match any number ending in 4625.
- ****4329**** any number containing 4329.
- ***01707??????*** will match any 11 digit number beginning with 01707.
- ***???????4625*** will match any 11 digit number ending in 4625.
- ***???**** will match any number with 7 as the third digit.

6.8.2 Route Incoming Call

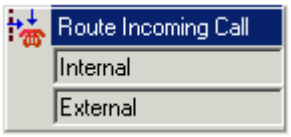
The **Route Incoming Call** action assists you to branch a call flow based on whether the call is internal or external.

Settings

1. Click the **Telephony Actions** icon and select **Route Incoming Call**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. There is no **Specific** tab for this action.

Results

This action has the following results which can be connected to further actions:



- **Internal**
  This result is used for internal calls.
- **External**
  This result is used for external calls.

6.8.3 Route by Call Status

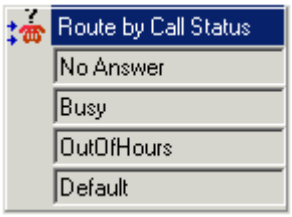
The **Route by Call Status** action assists you to branch a call flow based on the reason that the original IP Office target for the call did not answer it for.

Settings

1. Click the **Telephony Actions** icon and select **Route by Call Status**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. There is no **Specific** tab for this action.

Results

This action has the following results which can be connected to further actions:



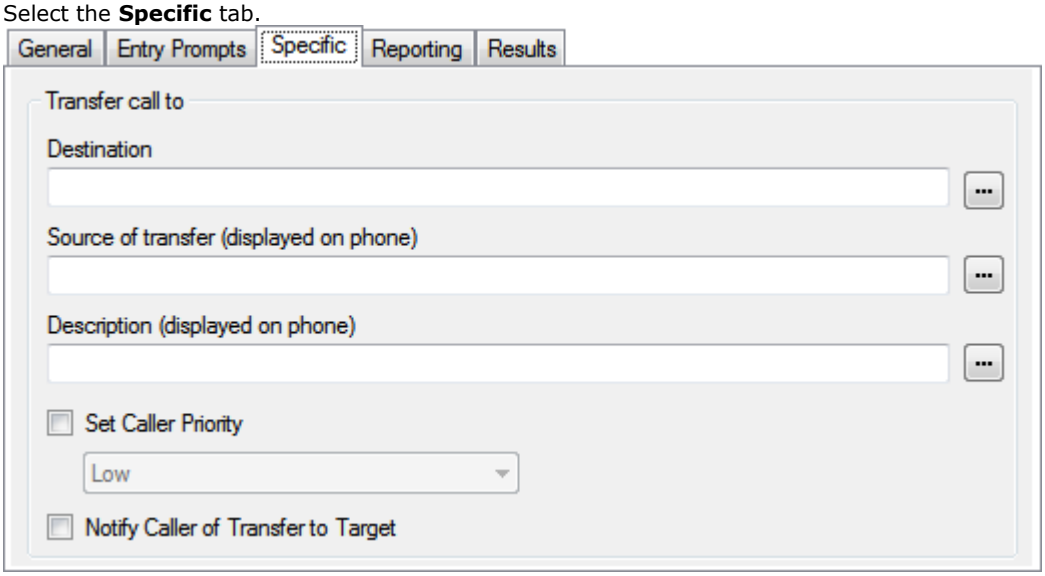
- **No Answer**
  This result is used for calls routed to the Voicemail Pro server because the original target user or hunt group was rung but did not answer.
- **Busy**
  This result is used when the call has been routed to the Voicemail Pro server because the original target user is busy.
- **Out of Hours**
  This result is used for hunt group calls when the original target hunt group is in night service mode.
- **Default**
  Where the cause for the call being routed to voicemail cannot be determined or does not fit the criteria above, the **Default** route is used.

6.8.4 Transfer

The **Transfer** action transfers the caller to the extension that matches the mailbox selected. This is a blind transfer; if the call returns to the Voicemail Pro server again, for example if unanswered, it will be treated as a new call. More advanced transfers are done using either a **Call List Action** 137 or **Assisted Transfer Action** 139.

Settings

1. Click the **Telephony Actions** icon and select **Transfer**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- **Destination**
  Enter the number of the destination for the transfer. This can include IP Office short codes or numbers specified by the current value of a Voicemail Pro call variable 80 such as ***$KEY***. Type the required text directly or use the ... browse button to select the text that should be used including using the value of a call variable 80.
  - For IP Office Release 5.0 and later operation, a short code can be set as the transfer destination.
- **Source of transfer (displayed on phone)**
  The number to display on the destination telephone if internal. Type the required text directly or use the ... browse button to select the text that should be used including using the value of a call variable 80.
- **Description (displayed on phone)**
  The text description to display on the destination telephone if internal. Type the required text directly or use the ... browse button to select the text that should be used including using the value of a call variable 80.
- **Set Call Priority**
  If selected, the caller's priority can then be set to ***Low***, ***Medium*** or ***High***. A call variable 80 set to 1, 2 or 3 can also be used to set ***Low***, ***Medium*** or ***High*** priority respectively.
  - When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned ***Low*** priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also ***Low***).
  - Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.
- **Notify caller of transfer to target**
  If enabled, the caller is notified of a call transfer. If a recorded name for the destination is available, the message *"Transferring to"* followed by the associated mailbox name of the destination is played to the caller, else the message *"Please wait, you are being transferred"* is played. This follows any prompts selected in the **Entry Prompts** list above.

Results

A **Transfer** action has no results.

6.8.5 Whisper

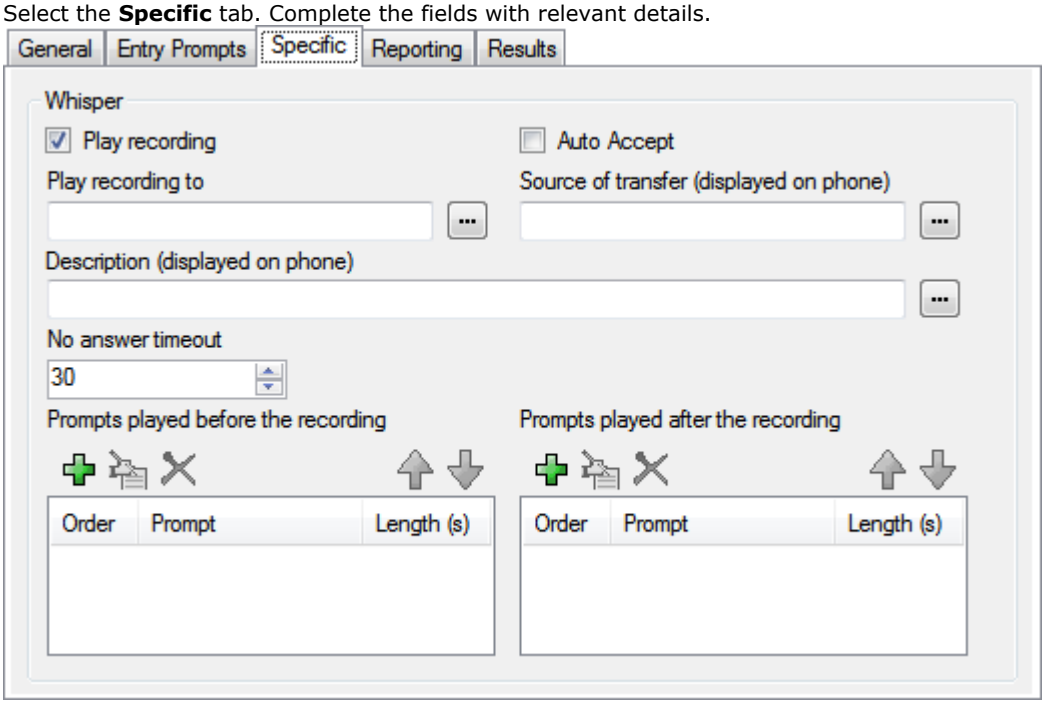
The **Whisper** action plays a recording made by the caller to a transfer target while the caller is on hold. While listening to the recording and prompts the transfer target can either accept the call by pressing 1 or reject the call by pressing any other key or hanging up.

The caller recording is obtained by a **Voice Question** or **Listen** action preceding the **Whisper** action. The **Whisper** action also sets several text items for display on the transfer target extension and for prompts to be played before and after the caller's recording.

You can use the action without requiring a recording. The transfer target decides whether to accept or reject the call based on the displayed information and the prompts if they have been setup. Voicemail Pro 9.1 also accepts the whisper call transfer automatically after the recording (if any) and after prompts have been played to the transfer target.

Settings

1. Click the **Telephony Actions** icon and select **Whisper**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab. Complete the fields with relevant details.



- **Play Recording**
  If not selected, the call is presented to the target without playing the caller's recording. This allows the action to be used without requiring a recording from the caller. The prompts before and prompts after recording are still played if they have been setup.
- **Auto Accept**
  If selected, after the recording has been played the caller is automatically connected without the target extension having to accept the call. If this option is used, the ***Reject*** result connection is not useable. If the user extension is set to auto-answer, the whisper call is answered, the recording and prompts played and the call connected without any action by the target.
- **Play recording to**
  Enter the extension that is rung with the caller's recording.
- **Source of transfer**
  Displayed in the caller's number field on Avaya telephones.
- **Description**
  Displayed in the caller's name field on Avaya telephones.
- **No answer timeout**
  Select how long the Voicemail Pro server should wait for an answer before following the **No Answer** connection. The whisper action will not go to the target extension voicemail.
- **Prompts played before the recording and Prompts played after the recording**
  Click . The Wave Editor window opens. Select the prompts that are to be played to the target extension when they answer the call. The prompts played after the caller's recording should include the instruction *"Press 1 to accept or hang up to reject"*.

Results

This action has the following results which can be connected to further actions:

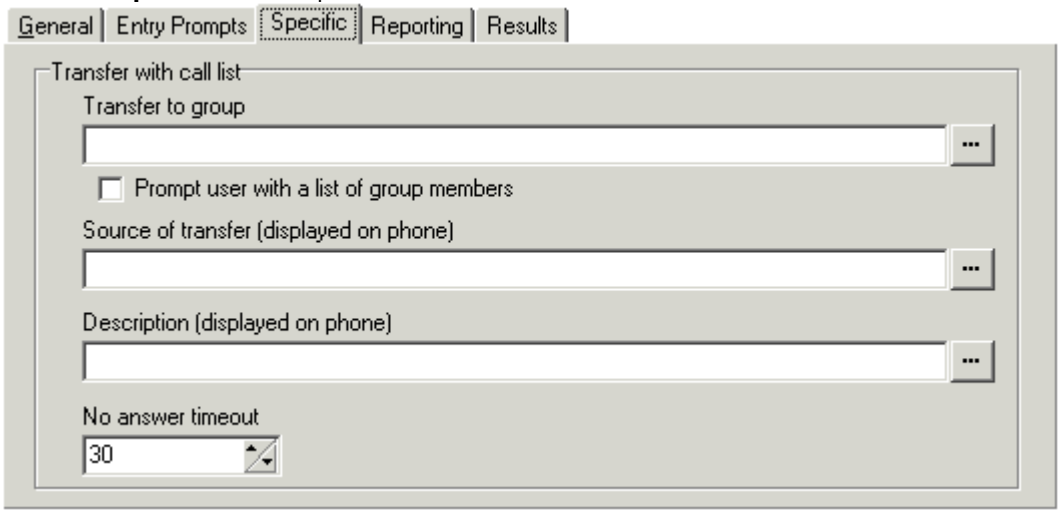
- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.
- **No Answer**
  This result connection is used if the transfer target does not answer the whisper call. The time out for no answer is set by the action's **No answer timeout** setting.
- **Busy**
  This result connection is used if the transfer target returns busy to the whisper call.
- **Reject**
  This result connection is used if the transfer target rejects the call by pressing any key other than 1 or by hanging up.

6.8.6 Call List

Using a **Call List** action, a caller can indicate the extension to which they want to be transferred. If selected the caller can be restricted to selecting an extension within a particular group. The transfer in this case is not blind, if unanswered the action can link to actions for no answer or busy .

Settings

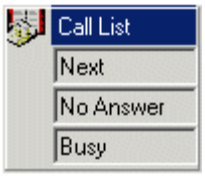
1. Click the **Telephony Actions** icon and select **Call List**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab. Complete the fields with relevant details.



- **Transfer to group**
  Enter a group name if you want to restrict the caller to a particular group.
  - **Prompt user with a list of group members**
    If this option is selected, the Voicemail Pro server will list the group members for the caller.
- **Source of transfer (displayed on phone)**
  The number to display on the destination telephone if internal. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable 80.
- **Description (displayed on phone)**
  The text description to display on the destination telephone if internal. Type the required text directly or use the browse button to select the text that should be used including using the value of a call variable 80.
- **No answer timeout**
  The value selected is how long the Voicemail Pro server waits for an answer before following the ***No Answer*** connection.

Results

This action has the following results which can be connected to further actions:

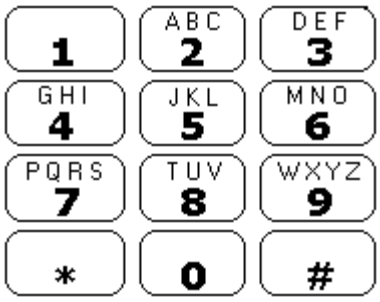


- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.
- **No Answer**
  This connection result is used if the transfer target does not answer the call.
- **Busy**
  This connection result is used if the transfer target returns busy.

6.8.7 Dial by Name

Using the **Dial by Name** action, callers can enter the name of the person or group they want to contact by dialing on a keypad. The caller is then played a list of matching names from which they make a selection. The list uses the name prompts recorded by the mailbox users. For an example of the action in a call flow, see Example Call Flow: Dial by Name 335.

The action is designed on the assumption that the telephone uses the ITU standard alphabet markings as shown below.



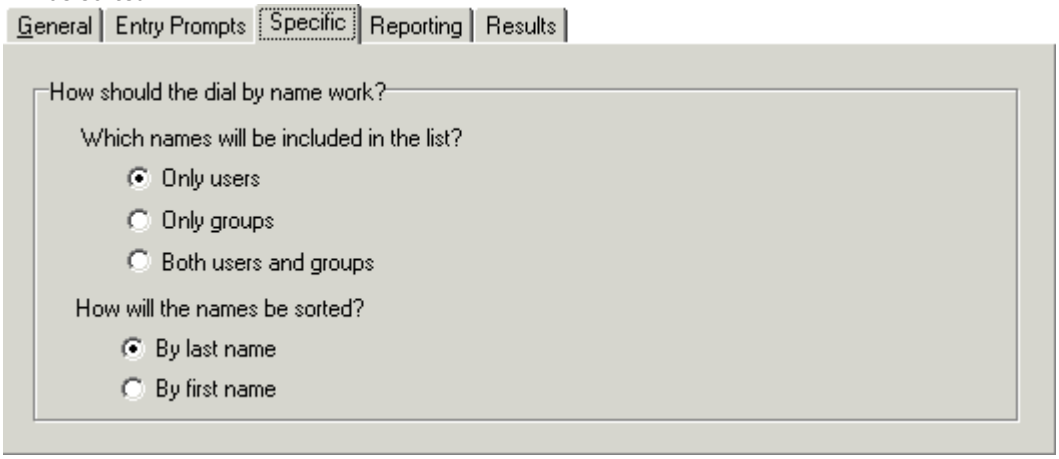
- The action prompts the caller to dial the name they require and then press **#**. Callers can also press ***#** to exit without making a selection. For example, dialing 527 matches names starting with JAS (for example "Jason") and KAR (for example "Karl").
- If no matches are found, the caller is given the option to retry.
- If 10 or less matches are found, the matching mailbox name greetings are played as part of a selection list, that is, *"Press 1 for …, press 2 for …, …"*.
- If more than 10 matches are found, the caller is prompted to either press # to hear the first 10 or to dial more characters to reduce the number of matches. If they select to play the list, after each set of 10 matches they can either make a selection or follow the prompts for other options.

For users or hunt groups to be included in the dial by name list, they must:

- Have a recorded mailbox name.
- Not be marked as **Ex Directory** in the IP Office configuration.

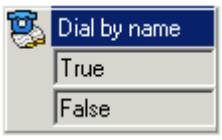
Settings

1. Click the **Telephony Actions** icon and select **Dial by Name**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab you can select from three types of names that will be included in the list. Users and hunt groups set to ex-directory through the Manager application are not included. You can also select how the names will be sorted.



Results

This action has the following results which can be connected to further actions:



- **True**
  If the caller makes a selection, the matching extension number is stored as in the **$KEY** variable that can then be used by any following action linked to the True result .
- **False**
  This result is used if the caller does not make a selection.

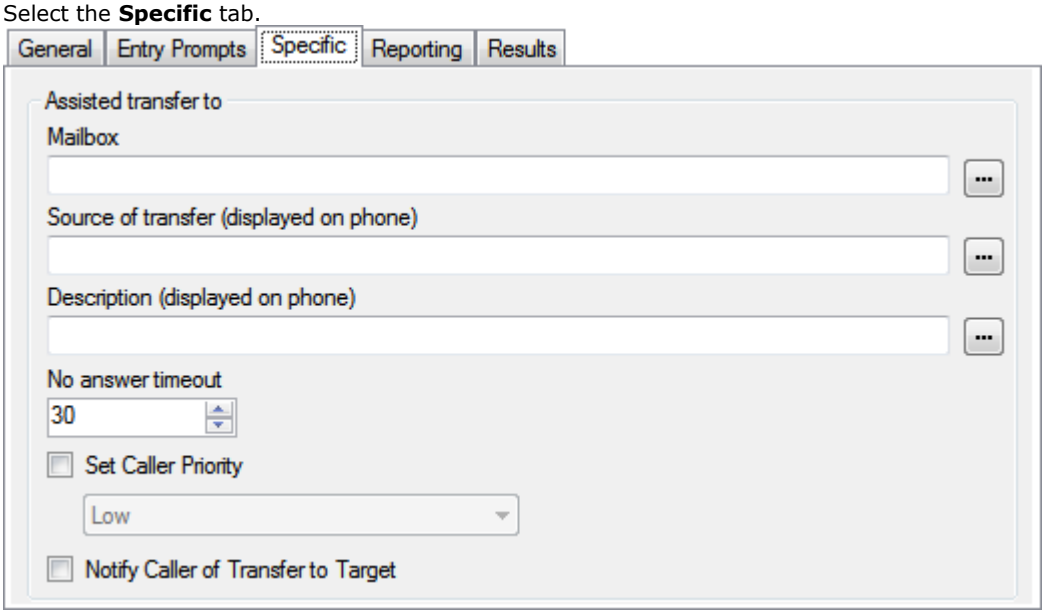
6.8.8 Assisted Transfer

The **Assisted Transfer** action transfers the caller to the specified number which can include IP Office short codes. The caller hears either music on hold if installed. The transfer is not blind, if the call receives busy or no answer then it returns to follow the appropriate connection.

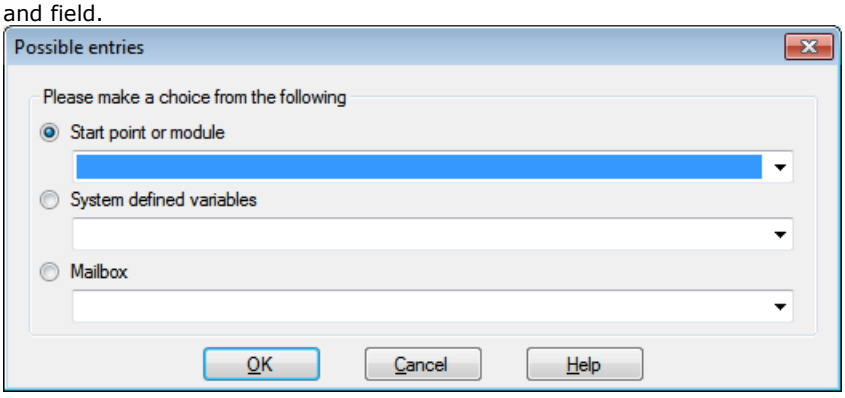
- This action is intended primarily for use with internal transfer destinations for which the IP Office can track the status of the call. If used with external transfer destinations, the ability to detect whether the call has been answered or not depends on the signaling provided. For example if you transfer the call using an analog line, IP Office records the status of the call as answered.
- On systems with IP trunks and extensions, especially those that are within an IP Office Small Community Network, there may be a short delay to connect the speech path when an assisted transfer is answered.

Settings

1. Click the **Telephony Actions** icon and select **Assisted Transfer**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- **Mailbox**
  Enter the number of the destination for the transfer. This can include IP Office short codes or numbers specified by the current value of a Voicemail Pro call variable 80 such as ***$KEY***.
  - Clicking on the **...** browse button allows selection of the target mailbox from a drop-down list of either mailboxes, system variables 80. or other call flow modules. The options vary depending on the action and field.

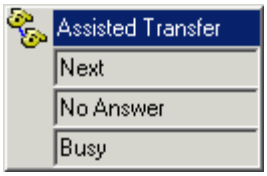


- **Source of transfer (displayed on phone)**
  The number to display on the destination telephone if internal. Type the required text directly or use the ... browse button to select the text that should be used including using the value of a call variable 80.
- **Description (displayed on phone)**
  The text description to display on the destination telephone if internal. Type the required text directly or use the ... browse button to select the text that should be used including using the value of a call variable 80.

- **No answer timeout**
  Sets how long in seconds the Voicemail Pro server should wait for the transferred call to be answered before following the **No Answer** results connection.
- **Set Caller Priority:**
  If selected, the caller's priority can then be set to ***Low***, ***Medium*** or ***High***. A call variable 80 set to 1, 2 or 3 can also be used to set ***Low***, ***Medium*** or ***High*** priority respectively.
  - When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned ***Low*** priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also ***Low***).
  - Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.
- **Notify caller of transfer to target:**
  If enabled, the caller is notified of a call transfer. If a recorded name for the destination is available, the message *"Transferring to"* followed by the associated mailbox name of the destination is played to the caller, else the message *"Please wait, you are being transferred"* is played. This follows any prompts selected in the **Entry Prompts** list above.

Results

This action has the following results which can be connected to further actions:

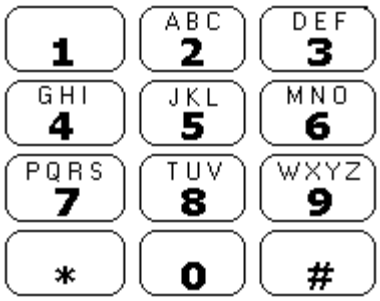


- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.
- **No Answer**
  This connection result is used if the transfer target does not answer the call.
- **Busy**
  This connection result is used if the transfer target returns busy.

6.8.9 Alphanumeric Collection

The **Alphanumeric Collection** action assists callers to input text and numeric values directly from the telephone keypad. When completed the entry is stored in the call variable $KEY which can be used by following actions. For an example of the action being used in a call flow, see Example Call Flow for Mobile Twinning 271.

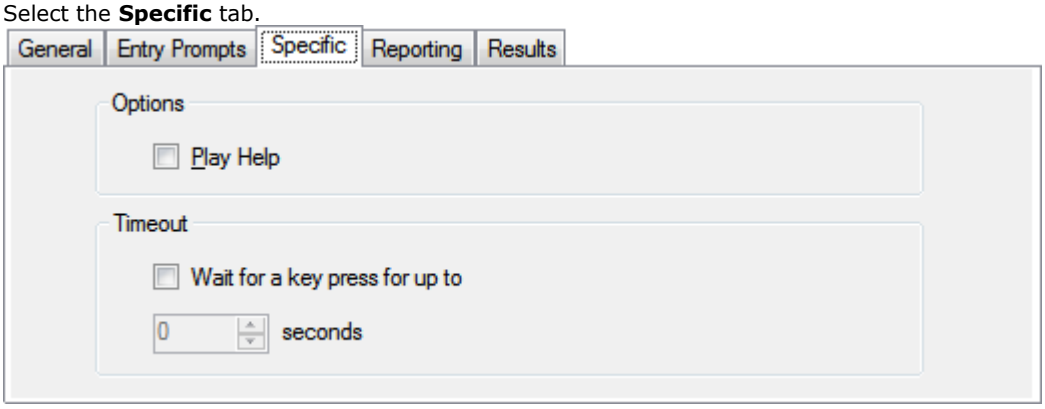
The action is designed on the assumption that the telephone uses the ITU standard alphabet markings as shown below.



- Users enter data by pressing the key marked with the character required. For keys with multiple marking several key presses are required. For example, to enter **C** the user must press the **2** key three times. After each key press, the associated letter or number is spoken.
- To move on to entering the next character, the user should press whichever other key is marked with the required character or first press **#** if the required character is on the key just used.
- Controls available are:
  - **#** - Accept last character and begin entry of next character if the required character is on the key just used.
  - ***1** - Hear the characters entered so far.
  - ***2** - Delete all characters entered so far.
  - ***3** - Delete the last character entered.
  - ***#** - Accept the set of characters entered and go to next call flow action.

Settings

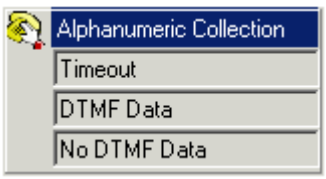
1. Click the **Telephony Actions** icon and select **Alphanumeric Collection**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- Check the option **Play Help** if you want instruction to be given to the caller explaining how to enter information.
- If you want to use a timeout result from the action, check the option **Wait for a key press for up to** and set the number of seconds for the timeout period.

Results

This action has the following results which can be connected to further actions:



- **Timeout**
  This result connection only available if the option **Wait for a key press for up to** is selected on the **Specific** tab.
  - This connection is followed immediately the caller hangs up if the **Start** 98 action option **Complete sequence** has been selected.

- **DTMF Data**
  This result connection is used if the caller enters some data and then presses *#.
- **No DTMF Data**
  This result connection is used if the caller presses *# without entering any data.

6.8.10 Park and Page

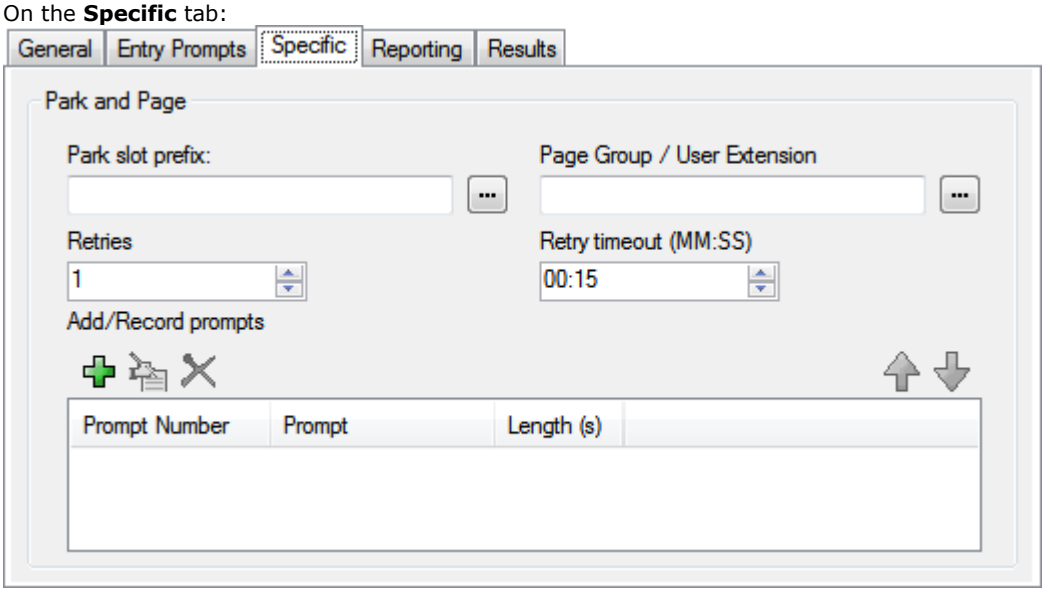
Use the **Park and Page** action to park an incoming call and page a specific user extension or hunt group about the call. The paging message includes the park slot number of the parked call and is played on the speaker phone, so anyone who hears the paging message can unpark and answer the call.

Using the **Park and Page** action, you can configure:

- The park slot prefix. IP Office uses the park slot prefix to create park slot for a call by adding an extra digit (0-9). For example, if you set 62080 as the park slot prefix, IP Office uses a number between 620800 and 620809 as park slot to park a call.
- The hunt group or the user extension to page.
- The number of successive paging retries in case the call is not unparked in the first attempt.
- The timeout period before a successive paging retry is initiated.
- The prompts to be played in the paging message and the order in which the prompts are played.

Settings

1. Click the **Telephony Actions** icon and select **Park and Page**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95, and **Results** 97 tabs are standard tabs available to all actions.
3. On the **Specific** tab:

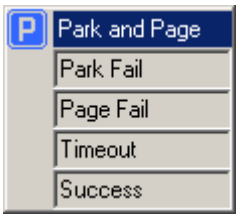


- **Park slot prefix**
  The desired Park Slot prefix number. Maximum is eight digits. A 0-9 is added to this prefix to form a complete Park Slot.
- **Page Group / User Extension**
  Enter the hunt group or the user extension that you want the system to page.
- **Retries**
  Set one of **0**, **1**, **2**, **3**, **4**, **5**, or **Unlimited**. Set **Unlimited** if you want the system to continue paging for more than 1 hour.
- **Retry timeout (MM:SS)**
  Set the timeout period before a successive paging retry is initiated.
  The default retry timeout period is **00:15** and the maximum that you can set is **05:00**.
- **Add/Record prompts**
  - Click and select or record a prompt that you want to include in the paging message.
  - Use or to reorder a prompt in the list.

4. Click **OK**.

Results

This action has the following results which can be connected to further actions:



- **Park Fail**
  This result connection is used by the call if call park fails. Call park can fail if all 10 of the park slots are in use.
- **Page Fail**
  This result connection is used by the call if call page fails.
- **Timeout**
  This result connection is used by the call if the call remains parked even after all of the configured number of paging retries.
- **Success**
  This result connection is used by the call if an agent unparks the call before the paging retries time out.

6.8.11 Predictive Call Script

Use the **Predictive Call Script** action to create call flows for predictive calls made by Avaya Outbound Contact Express. Using the **Predictive Call Script** action, you can configure:

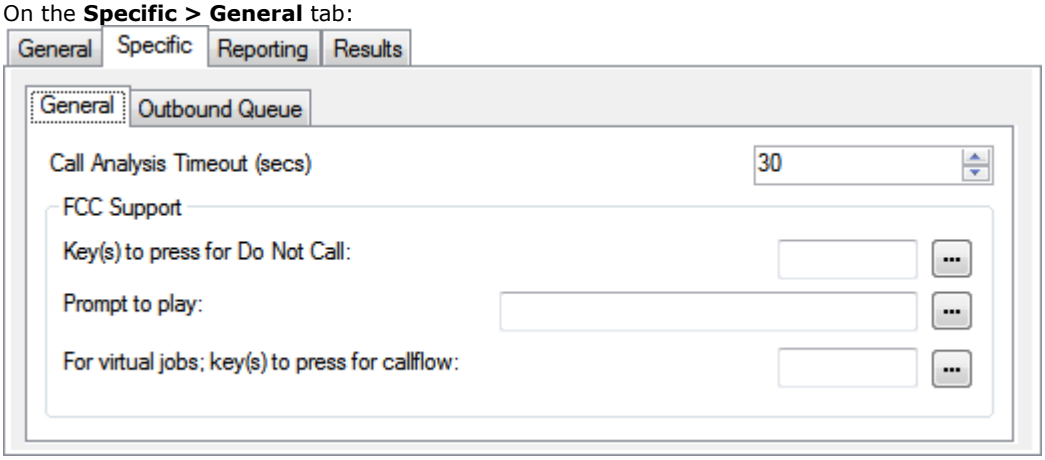
- A timeout period for the call progress analysis (CPA) by Proactive Contact Dialer. By default, the timeout period is 30 seconds.
- Unique keys for the customers to press during the call flow to get included in the Do Not Call (DNC) list. By default, no keys are set.
- Unique keys for the customers to press during the call flow to opt out of a virtual agent call. By default, no keys are set.
- The prompts and messages to be played to a customer (and the pauses to be taken in between) at various stages of the call flow.

Calls on which customers opt to get included in the DNC list get disconnected automatically. You can configure a prompt to be played to the customers before such calls get disconnected.

For calls on which the customer opts out of a virtual agent call, you must configure the next action in the call flow. For example, you can configure a **Transfer** action to transfer the customer to a specific agent or a hunt group.

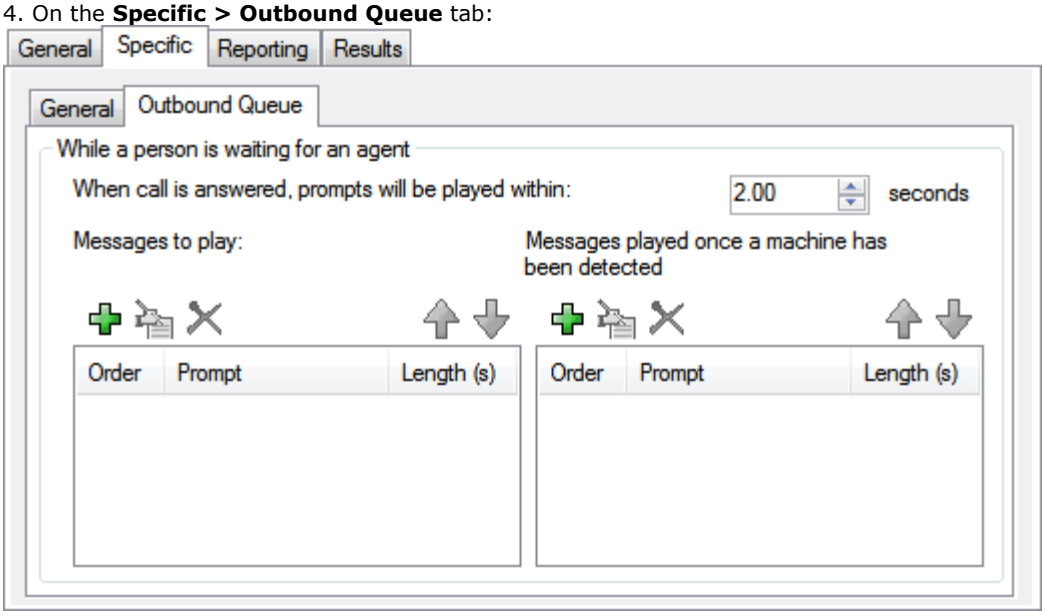
Settings

1. Click the **Telephony Actions** icon and select **Predictive Call Script**.
2. The **General** 91, **Reporting** 95, and **Results** 97 tabs are standard tabs available to all actions.
3. On the **Specific > General** tab:

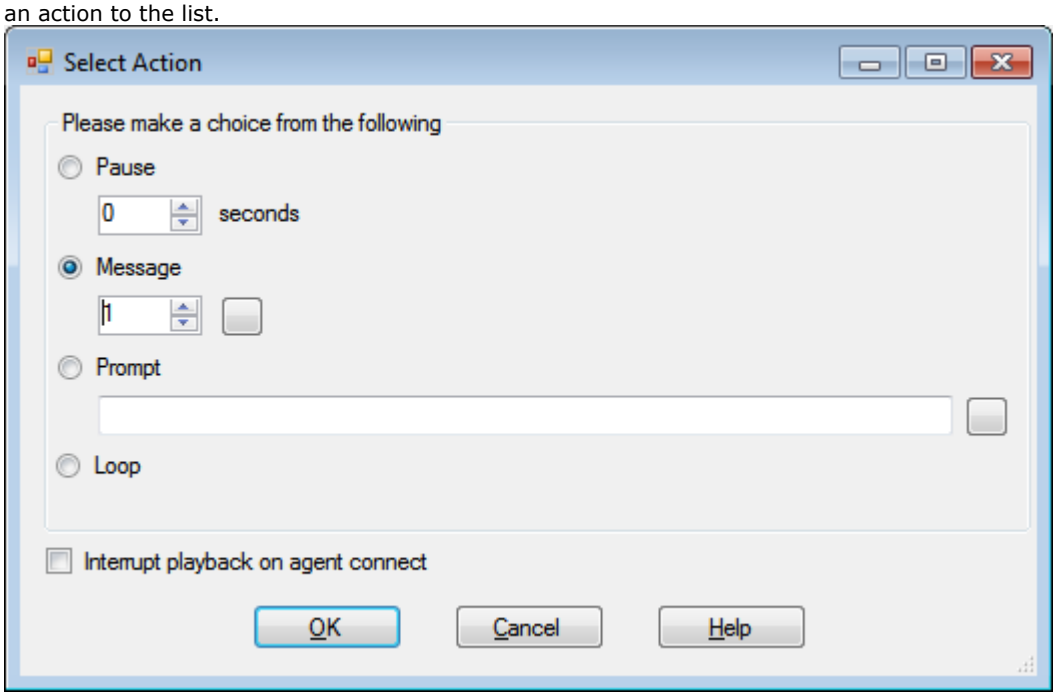


- **Call Analysis Timeout (secs)**
  Set the timeout period for the call progress analysis. After the set time period is over, the call gets connected to an agent. The CPA timeout must be long enough to properly allow the detection of all possible progress tones and prevent connecting non-live calls to agents. If the primary goal is to connect the call to an agent in all circumstances, the timeout can be reduced to a small number.
- **Keys(s) to press for Do Not Call**
  Set the keys for a customer to press to get added to the DNC list.
- **Prompt to play**
  Set the prompt to be played to a customer who opts for DNC.
- **For virtual jobs; key(s) to press for callflow**
  Set the keys for a customer to press to opt out of a virtual call and be transferred to an agent.

4. On the **Specific > Outbound Queue** tab:



- **When call is answered, prompts will be played within**
  Set the wait time within which prompts are played to a customer after the customer answers the call.
- **Messages to play**
  Set the list of actions that are to be taken while a customer is waiting for an agent in the queue. Click ✚ to add an action to the list.



  - **Pause**
    Add a pause and the time period for the pause.
  - **Message**
    Add a pre-recorded message (identified by its message number) to be played.
  - **Prompt**
    Add a pre-recorded Voicemail Pro prompt to be played.
  - **Loop**
    Add a loop to sequentially repeat the actions in the list again.
  - **Interrupt playback on agent connect**
    Immediately end the playback when an agent answers the call. Not available for **Loop**.
- **Messages played once a machine has been detected**
  Set the list of prompts that are to be played if the call is answered by an answering machine. Click ✚ to add a prompt to the list. These messages are played only if no agents are available. If an agent is available, the call is connected to the agent.

5. Click **OK**.

Results

This action has the following results which can be connected to further actions:

- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

6.9 Miscellaneous Actions

Miscellaneous Actions

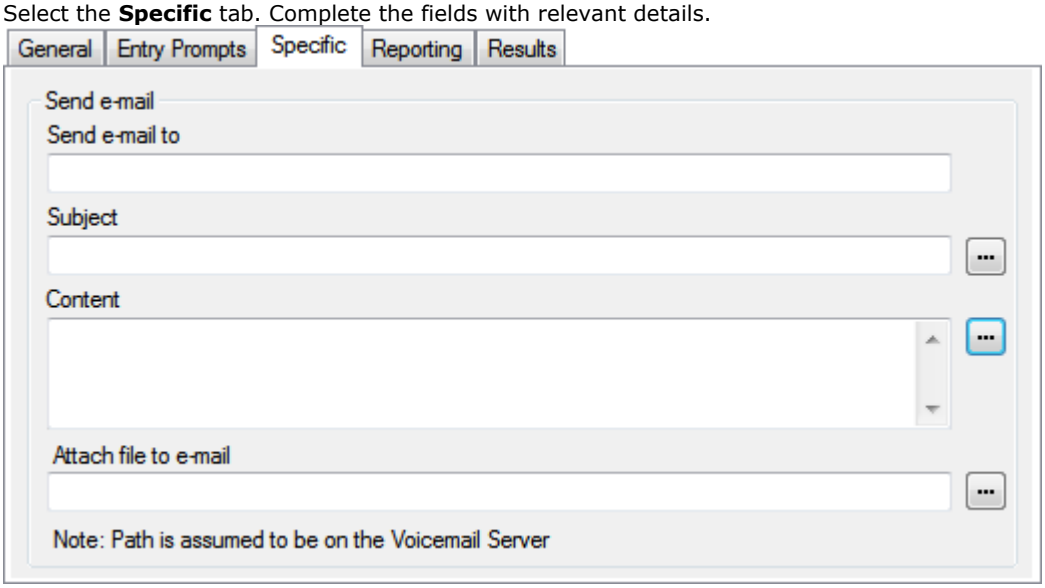
- **eMail Action** 149
  Email a recording.
- **Open Door Action** 150
  Open and/or close a door relay.
- **Alarm Set Action** 151
  Set an alarm call time.
- **Clock Action** 153
  Play the time to the caller.
- **Post Dial Action** 154
  Play a recording to an extension.
- **VB Script Action** 155
  Use Visual Basic to script call flow events.
- **Remote Call Flow** 156
  Include call flows developed elsewhere in an existing call flow.

6.9.1 eMail

The **eMail** action is used to send a recording to a specific e-mail address.

Settings

1. Click the **Miscellaneous Actions** icon and select **eMail**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab. Complete the fields with relevant details.



- **Send e-mail to**
  Enter the e-mail address of the recipient.
- **Subject**
  In the **Subject** field, type the subject line for the e-mail.
- **Content**
  In the **Content** field, type the text to be placed in the e-mail.
- **Attach file to e-mail**
  In the **Attach file to e-mail** field the recorded file to be attached to the e-mail needs to be selected.
  - If just **$** is entered then the action will use the recording collected by a preceding **Leave Mail** 122 action or **Voice Question** 124 action.

Results

This action has the following result which can be connected to a further action:

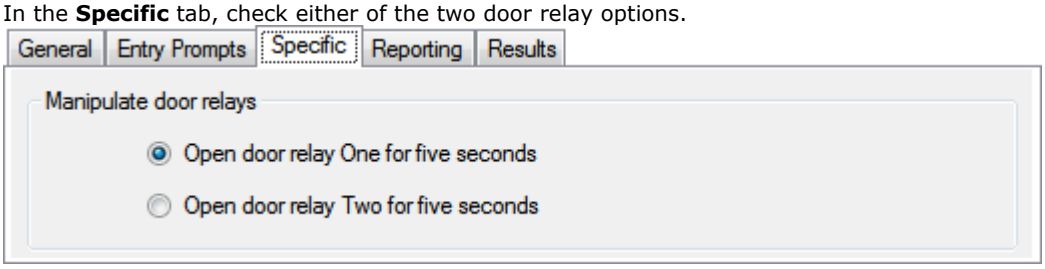
- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

6.9.2 Open Door

The **Open Door** action activates either of the door entry switches provided on IP Office telephone system control units. These can be used to activate door entry relays.

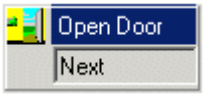
Settings

1. Click the **Miscellaneous Actions** icon and select **Open Door**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab, check either of the two door relay options.



Results

This action has the following result which can be connected to a further action:



- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

6.9.3 Alarm Set

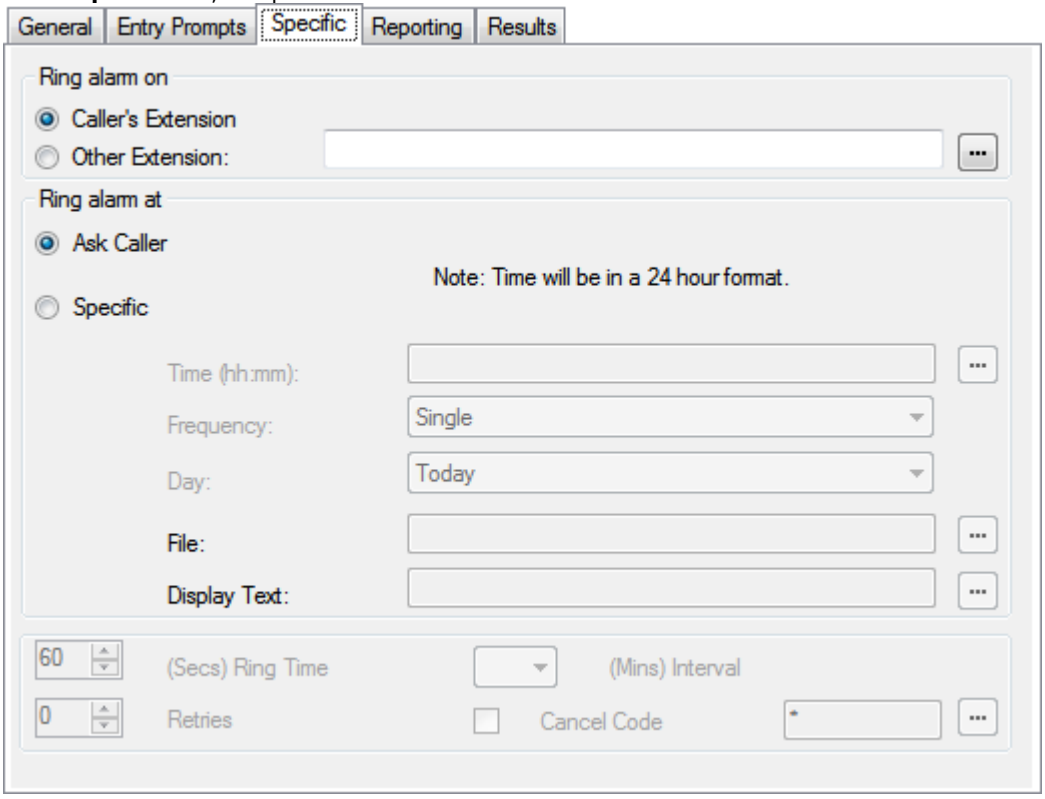
The **Alarm Set** action sets up an alarm call to be played to a specified extension at a specified time. By default the alarm call displays ***ALARM*** and plays the prompt *"This is an alarm call, please hang up"*.

You can adjust the length of the alarm call ringing and repeat the alarm call if it is not responded to. The number of repeats can be adjusted. An optional dialing digit is required to clear the alarm.

- For administrators, the alarm calls that have been setup can be viewed and edited. You can also manually add additional alarms. For Windows based servers, that is done through the Voicemail Pro client 46, for Linux based server it can be done through the web management menus 294.
- The Voicemail Pro is limited to 2 outgoing alarm calls at the same time (subject to voicemail port availability). Any additional alarm calls are delayed until the existing alarm calls have been completed.

Settings

1. Click the **Miscellaneous Actions** icon and select **Alarm Set**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab, complete the fields with relevant details.

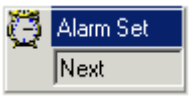


- **Ring alarm on**: *Default = Caller's Extension.*
  These options set the target for the alarm when set.
  - **Caller's Extension**
    This option sets the alarm target as the caller's own extension number.
  - **Other Extension**
    This option assists you to use a specific number for the alarm target or use a call variable 80 that contains the number to use.
- **Ring alarm at**: *Default = Ask Caller.*
  These options set the time and frequency of the alarm being set.
  - **Ask Caller**
    The call flow user is asked to dial the required time in 24-hour clock format. This will set a single use alarm for that time.
  - **Specific**
    You can define a specific alarm time. This also assists you to specify a single use or a repeated alarm.
    - **Time (hh:mm)**
      Set the alarm time in 24-hour format (*hh:mm* or *hhmm*). A time value can be entered or a call variable 80 can be used. If left blank or if the call variable used is not a valid time value, the call flow user will be asked to enter a time the same as if **Ask Caller** was selected.

- **Frequency**
  Sets how often the alarm should occur. The options are ***Single***, ***Daily*** or ***Weekly***. A variable with value 1, 2 or 3 respectively can be used.
- **Day**
  Useable with ***Single*** and ***Weekly*** alarms. Set the day for the alarm. The option ***Today*** is also available for alarms where the **Frequency** is set as ***Single***.
- **File**
  This field is optional. If a file is specified here it is used for the alarm call. If no file is specified the default alarm message (*"This is an alarm call, please hang up"*) is used.
- **Display Text**
  By default the alarm will display *"Alarm"* on the target if it is an Avaya display telephone. This field can be used to customize the text used.
- **Ring Time:** *Default = 60 seconds. Range = 5 to 120 seconds.*
  This field set the length of ring time used for the alarm call if not answered.
- **Retries:** *Default = 0 (Off). Range = 0 to 10.*
  This field can be used to specify how many times the alarm should be repeated if it is not answered and cleared. When a value other than ***0*** is selected, the Interval option becomes available to specify the interval between repeats.
- **Interval:** *Default = None (Off).*
  If a number of retires is specified, this option can be used to select the number of minutes between repeated alarm attempts until the alarm is cleared.
- **Cancel Code:** *Default = Off.*
  When off, the alarm is cleared if the alarm call is answered. If on, a dialing code can be specified. If the correct code is not dialed in response to an alarm, the alarm is not cleared and will repeat if retries have been specified.
  - **Cancel Code:** *Default = * , Range = Up to 4 digits.*
    This field is used to enter the dialing required to clear the alarm call. The value * will match any dialing. To cancel the alarm, the cancel code must be entered followed by the hash key (**#**). The file used to play the alarm message must mention the cancel code and the fact that cancel code must be followed by the hash key (**#**).

Results

This action has the following result which can be connected to a further action:



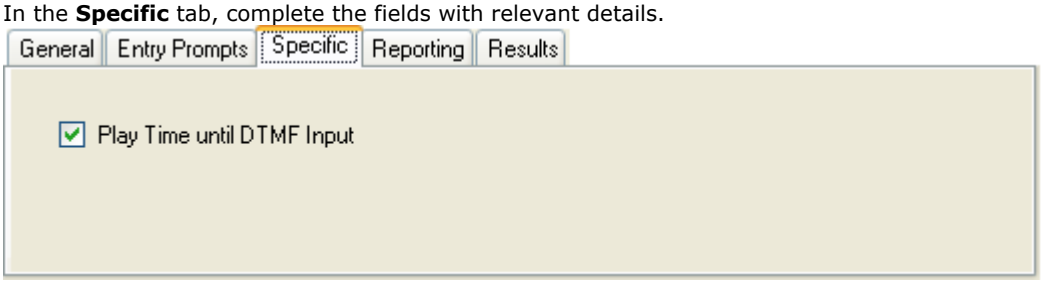
- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

6.9.4 Clock

The **Clock** action plays the current time on the Voicemail Pro server computer. With International Time Zone functionality, when you invoke a Clock Action configured on a Voicemail Pro server, the Clock Action reports the time based on the time zone where you are located and not the time where the Voicemail Pro server is located.

Settings

1. Click the **Miscellaneous Actions** icon and select **Clock**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab, complete the fields with relevant details.



- **Play Time Until DTMF Input:**
  If not selected the time is played to the caller once. If selected the time is repeated until the caller presses a DTMF key or hangs up.

Result

This action has the following result which can be connected to a further action:

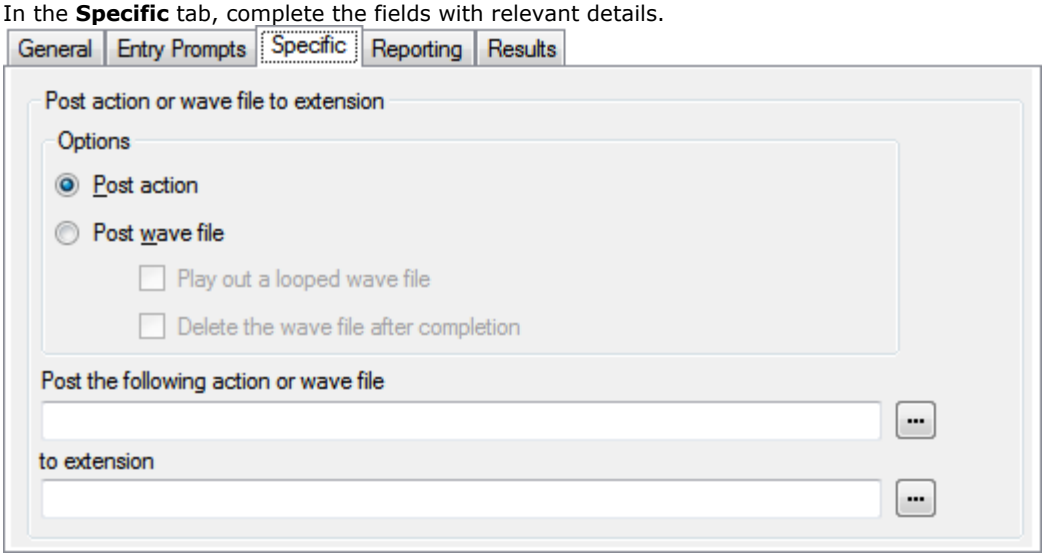
- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

6.9.5 Post Dial

The **Post Dial** action can be used to connect another extension to a specified call flow start point or to play a recording to that extension.

Settings

1. Click the **Miscellaneous Actions** icon and select **Post Dial**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab, complete the fields with relevant details.



- **Post action**
  Select this option if you want to connect a target extension to a selected call flow.
- **Post wave file**
  Select this option if you want the target extension to be played a selected wav file. When **Post wave file** is selected there are two options which can be selected.
  - **Play out a looped wave file**
    The wav file will be played in a continuous loop.
  - **Delete the wave file after completion**
    The wav file will be deleted after it has been played.
- **Post the following action or wave file**
  Enter the name of the required start point or use the browse button to select the start point. To play a recording, enter **c:\mywavs\hello.wav** (substitute the appropriate file path and file name for the .wav file you want played).
- **To extension**
  Enter or select the extension to which the call should be made. The Voicemail Pro server will attempt to make the call every 5 minutes for the next hour until successful. The **Post Dial** action can be used to page a .wav file to an extension number, including group extension numbers. This is done by entering **PAGE:** followed by the target extension number. In this case the wav file will not loop if selected.

Results

This action has the following result which can be connected to a further action:

- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

6.9.6 VB Script

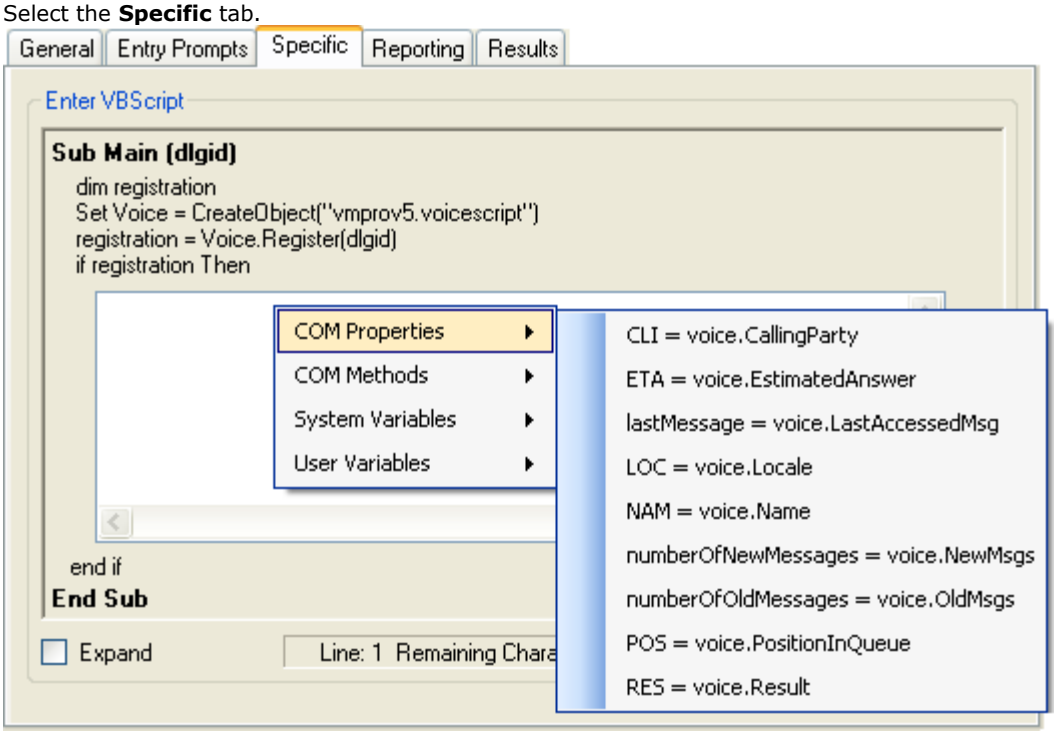
The **VB Script** action assists an administrator to construct additional call flow logic using VBScript commands and various properties [304] and methods [310].

When a VBScript action is executed, the Voicemail Pro server waits for up to one minute for the script to complete execution. If execution of the script takes longer, then it is terminated by the server and the action's **Failure** result path is used.

- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of VB Script actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

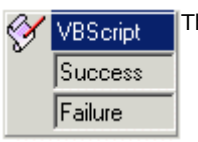
1. Click the **Miscellaneous Actions** icon and select **VB Script**.
2. The **General** [91], **Entry Prompts** [92], **Reporting** [95] and **Results** [97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- **Enter VBScript**
  In the script area enter the VBScript as required. Strings for the variables and methods provided for VBScript by Voicemail Pro can be selected and inserted by right clicking on the script area. This script can contain a maximum of 10000 characters.
- **Expand**
  Check **Expand** to view a larger script area.
- **Syntax Check**
  Click the **Syntax Check** button to check your input for any errors.
- **Maximum execution time:** *Default = 90 seconds*
  Sets how long the call flow will wait for a VBScript to complete before assuming that the script has failed.

Results

This action has the following results which can be connected to further actions:



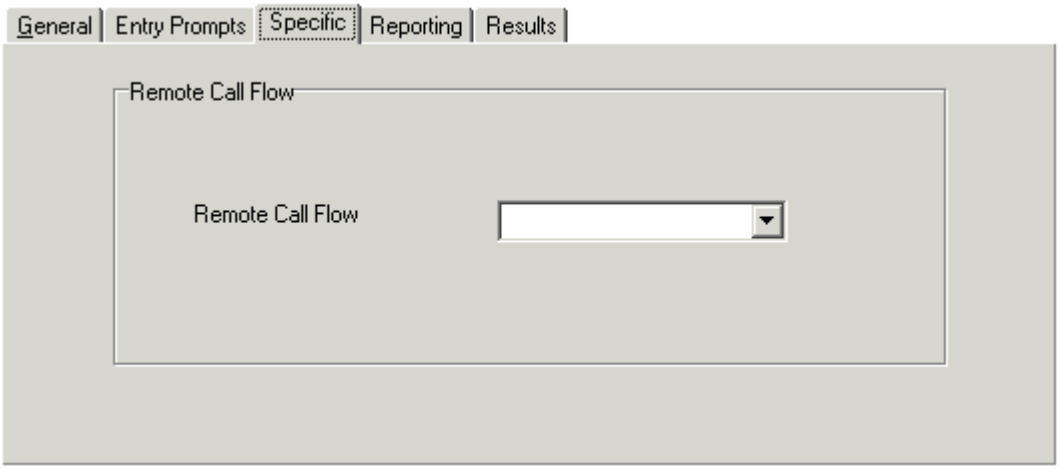
This action has two results, ***Success*** or ***Failure***.

6.9.7 Remote Call Flow

The **Remote Call Flow** action assists you to include a call flow developed elsewhere in an existing call flow, in the form of a .vmp file. The aim of this action is to assist you to place call flows developed by other applications on the Voicemail Pro server and include in its customized call flows.

Settings

1. Click the **Miscellaneous Actions** icon and select **Remote Call Flow**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab, the field **Remote Call Flow** will show a list of remote call flow files downloaded to the Voicemail Pro server.



Results

The Remote Call Flow action has no results. Any follow on call handling is determined by the actions in the remote call flow.

6.10 Condition Actions

Condition Actions
These actions are used to create branches in the call routing according to whether a value is true or false.

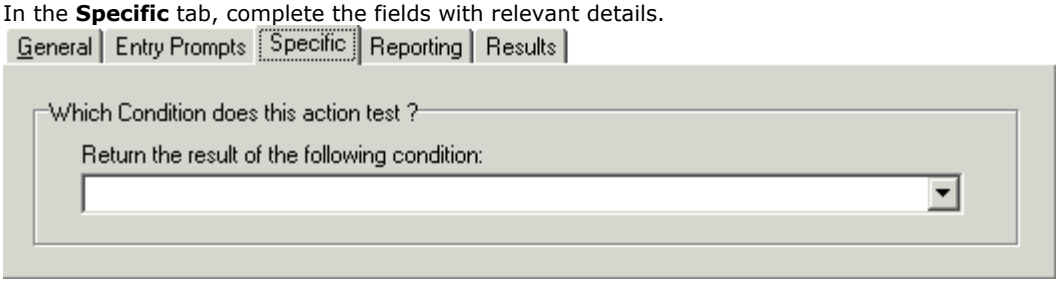
- **Test Condition Action** 157
  Test whether a condition is true or false.
- **Set User Variable Action** 158
  Set a variable to a particular value.
- **Test User Variable Action** 159
  Test the value of a variable.
- **Test Variable Action** 160
  Check if user dialing matches set digits.
- **Increment and Test Counter** 162
  Increment a $COUNTER variable and then test whether is matches a specified value.
- **Decrement and Test Counter** 163
  Decrement a $COUNTER variable and then test whether is matches a specified value.

6.10.1 Test Condition

The **Test Condition** action assists you to check the current state (***True*** or ***False***) of a condition setup through the Conditions Editor 62.

Settings

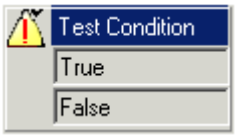
1. Click the **Conditions Actions** icon and select **Test Condition**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab, complete the fields with relevant details.



- **Return the results of the following condition**
  Assists you to select a condition from the conditions currently setup.

Results

This action has the following results which can be connected to further actions:



- **True**
  This result connection is used by the call if the tested condition is currently true.
- **False**
  This result connection is used by the call if the tested condition is currently false.

For examples of the Test Condition action in a call flow, see:

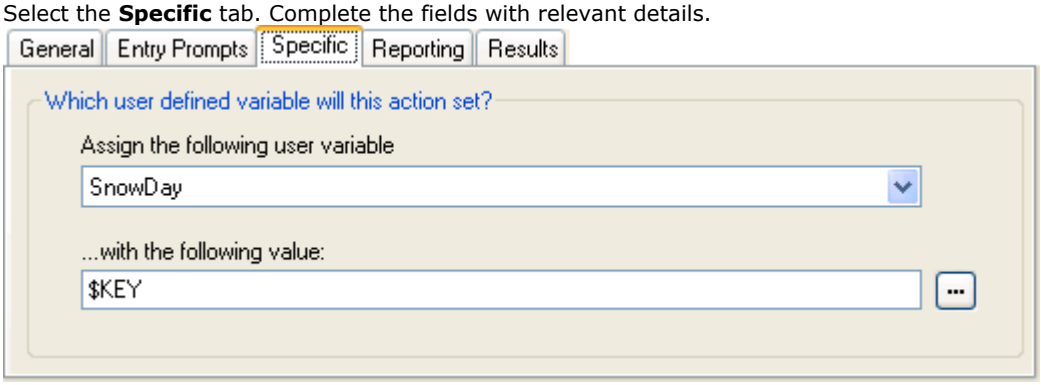
- Customizing a Hunt Group Call Flow 221.

6.10.2 Set User Variable

The **Set User Variable** action sets a user variable to a particular value. Other call flows can then use **Test User Variable** 159 actions to check whether the variable has a particular value.

Settings

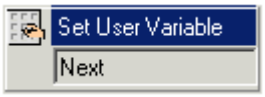
1. Click the **Conditions Actions icon** and select **Set User Variable**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab. Complete the fields with relevant details.



- **Assign the following user variable**
  The name for the existing user variable. The variable must first be created using the **User Defined Variable** 83 menu or **User Variables** 46 panel.
- **With the following value**
  The value of the variable. Type the required value directly or use the browse button to select the text that should be used including using the value of a call variable 80.

Results

This action has the following result which can be connected to a further action:



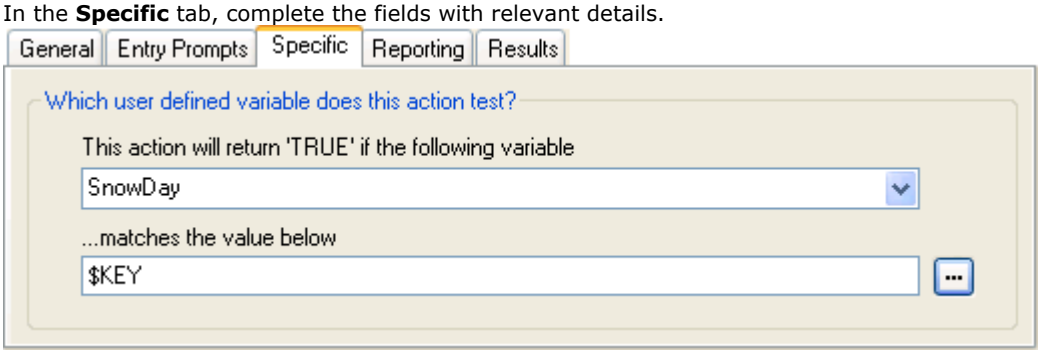
- **Next**
  Connect the **Set User Variable** action to another action (for example, a **Disconnect** action), whose entry prompt confirms to the caller that the value has been set. In some situations, such as where the **Set User Variable** action is accessed by a user dialing a short code, if the user hangs up too quickly the variable may not be set. Having a following action with a confirmation message encourages users not to hang up too quickly.
  - Use the **Complete sequence** option in the **Start** action so that the variable is set even if the caller hangs up prior to hearing any confirmation.

6.10.3 Test User Variable

The **Test User Variable** action has true and false connections that are followed according to whether the selected user variables 83 current value matches a particular value. The **Set User Variable** action can be used in other calls to set the value of the variable. For an example of the action in a call flow, see User Defined Variables 83.

Settings

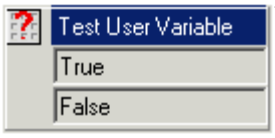
1. Click the **Conditions Actions** icon and select **Test User Variable**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. In the **Specific** tab, complete the fields with relevant details.



- **This action will return "TRUE" if the following variable**
  The name of the existing user variable to be checked.
- **Matches the value below**
  The value of the variable that will return a true result. Type the required value directly or use the browse button to select the text that should be used including using the value of a call variable 80.

Results

This action has the following results which can be connected to further actions:



The action can have the following results which can then be connected to further actions:

- **True**
  This result connection is used by the call if the tested condition is currently true.
- **False**
  This result connection is used by the call if the tested condition is currently true.

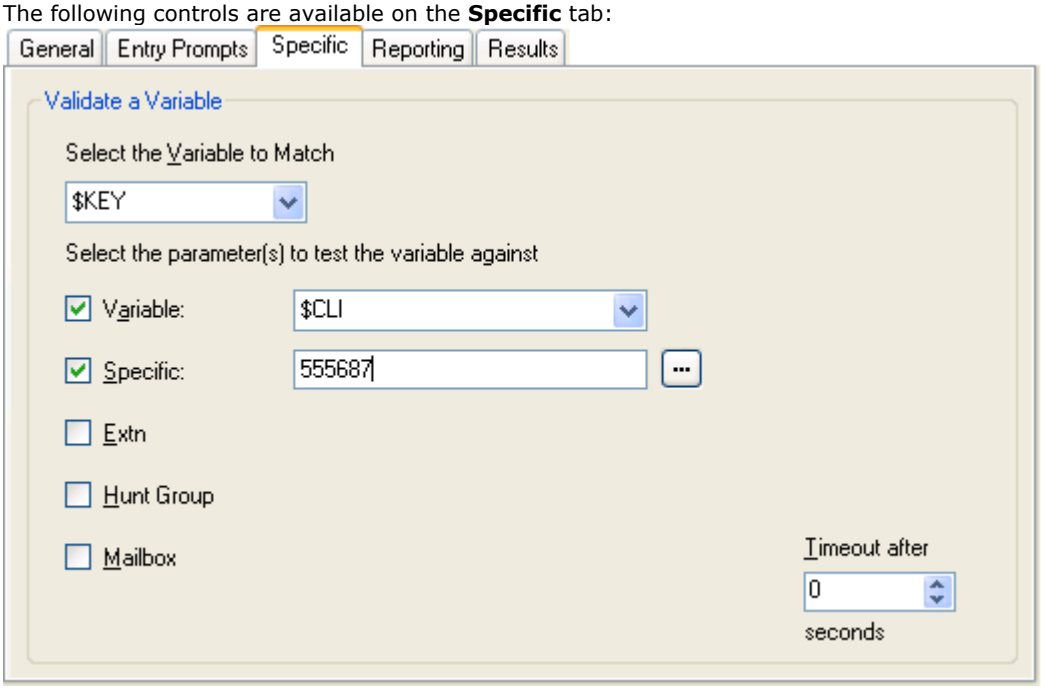
6.10.4 Test Variable

This action allows you to route calls based on matching the value of a call variable to a specified value.

The special call variable **$REG** can be used to access the value of any user variable. For example, use the call variable **$REG[UV1]** to access the current value of a user variable called **UV1**. This allows user variables to be used in the same way as call variables such as in a **Test Variable** action.

Settings

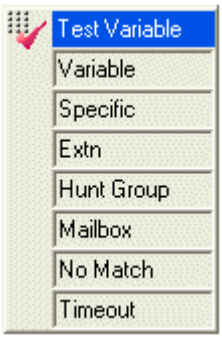
1. Click the **Conditions Actions** icon and select **Test Variable**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. The following controls are available on the **Specific** tab:



- **Select the variable to Match**
  This drop-down list is used to select which Voicemail Pro call variable 80 should be checked for a match.
- **Select the parameter(s) to test the variable against**
  Select the types of values that should be checked for a match and enter the values. If several options are selected, the Voicemail Pro checks for a match starting from the top and working down until a match occurs.
  - **Variable**
    Check for a match against the value of another selected call variable 80. Type the required value directly or use the ... browse button to select the text that should be used including using the value of a call variable 80.
  - **Specific**
    Check for a match against the value entered in the adjacent field.
  - **Extn**
    Check for a match against valid extensions on the IP Office.
  - **Hunt Group**
    Check for a match against hunt group extension numbers.
  - **Mailbox**
    Check for a match against mailboxes.
- **Timeout after**
  The timeout value is used only if ***$KEY*** is selected as the variable to match. In this case, if the Voicemail Pro will wait for the specified timeout period for the caller to dial a new value of ***$KEY***. To enter a value without waiting for the timeout to expire the user can be prompted to enter a value and then press #.

Results

This action will have results for connection to following actions in the call flow based on the selected options on its **Specific** tab plus a **No Match** and **Timeout** result:



- **No Match**
  This result is used if no match is found.
- **Timeout**
  This result is used when ***$KEY*** is specified as the variable to match and no match occurs within the specified timeout period.
  - This connection is followed immediately the caller hangs up if the **Start** 98 action option **Complete sequence** has been selected.

6.10.5 Increment and Test Counter

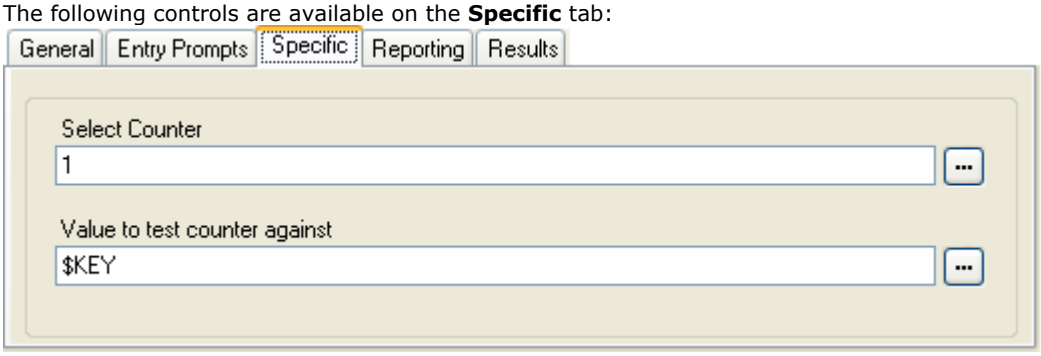
Increase the values of a $COUNTER variable by 1 and then test whether its new value matches a target value.

The voicemail server provides counter variable $COUNTER1 to $COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic** 99 action commands for *Set Counter* 106, *Clear Counter* 104, *Counter Decrement* 104 and *Counter Increment* 105.

They can also be used with the **Decrement and Test Counter** 163 and **Increment and Test Counter** 162 actions. By default the initial value of a counter variable is 0. The formats $COUNTERx or $COUNTER[x] are both supported.

Settings

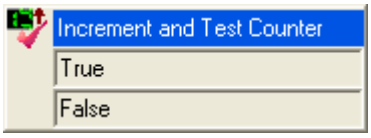
1. Click the **Conditions Actions** icon and select **Increment and Test Counter**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. The following controls are available on the **Specific** tab:



- **Select Counter**
  Select the $COUNTER variable to increment and then test. ***$COUNTER1*** to ***$COUNTER15*** can be selected by entering ***1*** to ***15*** respectively.
- **Value to test counter against**
  This can be a number or another call variable 80. When the counter matches the value the ***True*** result connection is used, otherwise the ***False*** result connection is used.

Results

This action has the following results which can be connected to further actions:



- **True**
  This result connection is used if the counter value matches the test value.
- **False**
  This result connection is used if the counter value does not match the test value.

6.10.6 Decrement and Test Counter

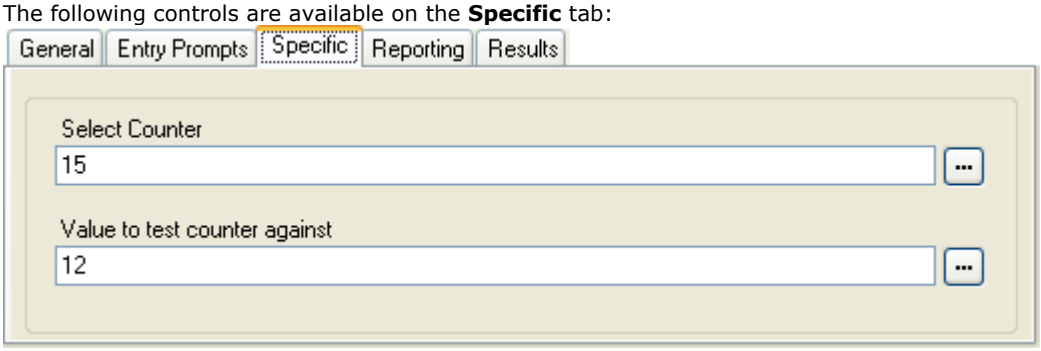
Decrease the values of a $COUNTER variable by 1 and then test whether its new value matches a target value.

The voicemail server provides counter variable $COUNTER1 to $COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic** 99 action commands for *Set Counter* 106, *Clear Counter* 104, *Counter Decrement* 104 and *Counter Increment* 105.

They can also be used with the **Decrement and Test Counter** 163 and **Increment and Test Counter** 162 actions. By default the initial value of a counter variable is 0. The formats $COUNTERx or $COUNTER[x] are both supported.

Settings

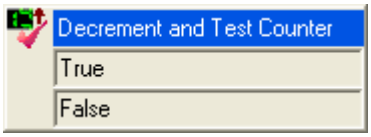
1. Click the **Conditions Actions** icon and select **Decrement and Test Counter**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. The following controls are available on the **Specific** tab:



- **Select Counter**
  Select the $COUNTER variable to decrement and then test. ***$COUNTER1*** to ***$COUNTER15*** can be selected by entering ***1*** to ***15*** respectively.
- **Value to test counter against**
  This can be a number or another call variable 80. When the counter matches the value the ***True*** result connection is used, otherwise the ***False*** result connection is used.

Results

This action has the following results which can be connected to further actions:



- **True**
  This result connection is used if the counter value matches the test value.
- **False**
  This result connection is used if the counter value does not match the test value.

6.11 Database Actions

Database Actions
These actions relate to retrieving and adding data to a database.

- ! These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

- **Database Open Action** 164
  Open a database.
- **Database Execute Action** 165
  Perform an action on a database.
- **Database Get Data Action** 166
  Get information from a database.
- **Database Close Action** 167
  Close a database.

6.11.1 Database Open

The **Database Open** action opens a link to a database. If there is a connection to the database already then the current connection is closed and the new one requested will be opened. For an example of the action in a call flow, see IVR Database Connection Example, Retrieving Data From the Database 326.

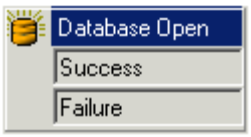
- ! These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

1. Click the **Database Actions** icon and select **Database Open**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab. The connection string to open the database can be entered directly into the field. For help on constructing the connection string, click ... . The **Data Link Properties** window opens.
   - **Provider Tab**
     Select the OLE DB Provider of the data that is to be connected to. Click **Next to move to the Connection Tab**.
   - **Connection Tab**
     Specific information relating the Database provider needs to be completed. Help of the information required for each of the fields can be obtained by clicking the **Help** button. Fields available will be dependent on the type of provider. To test that the information entered will provide you entry into the database, click the **Test Connection** button. A message **Test Connection Succeeded** will show if successfully connected to the database.
   - **Advanced Tab**
     Network and other settings, for example access permissions. Fields showing will be dependent on the type of provider selected. Click help for specific information about any of the fields.
   - **All**
     The properties that have been selected on the previous tabs are shown in the All Tab. Amendments can be made as required by selecting the Name and click Edit Value.

Results

This action has the following results which can be connected to further actions:



- **Success**
  This result connection is used once the database is opened.
- **Failure**
  This result connection is used if the database cannot be opened.

6.11.2 Database Execute

The **Database Execute** action performs an SQL query on a database opened on a preceding **Database Open** action. An SQL query that is generated by the Database Execute Action does not support spaces in the field or table names. If you are using a Microsoft Access database, do not use a field name that has the same name as its field type. For example, do not use the name *Number* for a number field.

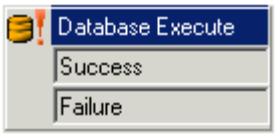
- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

1. Click the **Database Actions** icon and select **Database Execute**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab. The SQL Wizard window opens. Use the wizard to construct the SQL query.
   - Any data included in the query must match the data type (number, integer or text) of the field that the query runs on. Values being used to query a text field should be enclosed by quotation marks. This applies whether using query values entered directly or using Voicemail Pro variables. For example, if using ***$KEY*** as a query value, for a text field query you must enter ***"$KEY"***.

Results

This action has the following results which can be connected to further actions:



- **Success**
  The action has been successful and has returned a set of records from the database.
- **Failure**
  The action has not returned any data.

The **Database Execute** action results can only be Success or Failure. Add connections to relevant actions. For an example of the action in a call flow, see IVR Database Connection Example, Retrieving Data From the Database 326 and Entering Details in to the Database 332.

6.11.3 Database Get Data

Once a **Database Execute** 165 action has been used, it returns a set of records from the database. A **Database Get Data** action or actions are then used to select which record is the currently selected record whose values are placed into the call flow's **$DBD** variables.

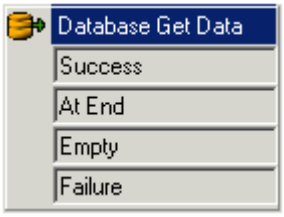
- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

1. Click the **Database Actions** icon and select **Database Get Data**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab. Chose which record should be selected by selecting one of the following options:
   - **Retrieve the next item in the list**
     Select the next record returned by the **Database Execute** action as the currently selected record.
   - **Retrieve the previous item in the list**
     Select the previous record returned by the **Database Execute** action as the currently selected record.
   - **Retrieve the first item in the list**
     Select the first record returned by the **Database Execute** action as the currently selected record.
   - **Retrieve the last item in the list**
     Select the last record returned by the Database Execute action as the currently selected record.

Results

This action has the following results which can be connected to further actions:



The **Database Get Data** action has four possible results.

- **Success**
  The selected records values have successfully been assigned to the $DBD variables.
- **At End**
  There are no further records in the set of data.
- **Empty**
  The execute method returned no data, the $DBD variable contains no information.
- **Failure**
  There was a problem trying to retrieve the next data record, the $DBD variable contains no information.

Examples of using the database actions are given in the IVR database Connection section. For an example of the action in a call flow, see IVR Database Connection Example, Retrieving Data From the Database 326.

6.11.4 Database Close

The **Database Close** action will close the current database connection. If the database is open when a call terminates, then a **Database Close** action is run automatically.

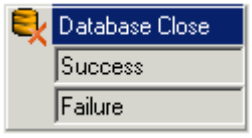
- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

1. Click the **Database Actions** icon and select **Database Close**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. There is no **Specific** tab for this action.

Results

This action has the following results which can be connected to further actions:



- **Success**
  The database connection has been closed.
- **Failure**
  The database connection has not been closed. This action is useful during testing and development of the database call flow to validate correct operation.

6.12 Queue Actions

Queue Actions

These actions are associated with hunt group queues and are not available to user and short code start points. The IP Office Manager option **Synchronise calls to announcements** should not be used when using the queue actions.

- **Queue ETA Action** 169
  Speak the caller's expected time to answer.
- **Queue Position Action** 170
  Speak the caller's queue position.

6.12.1 Queue ETA

The **Queue ETA** action plays the estimated time to answer (ETA) in minutes to a caller in the queue of calls for a hunt group. It is not used for calls queued for a user.

The ETA is supplied by the IP Office when it requests a queue or still queued announcement message to be played to a caller. It is calculated based on the queued time in the previous hour of the last 5 queued and answered calls. It is always rounded up to the nearest minute. For an example, see Customizing Queuing 219.

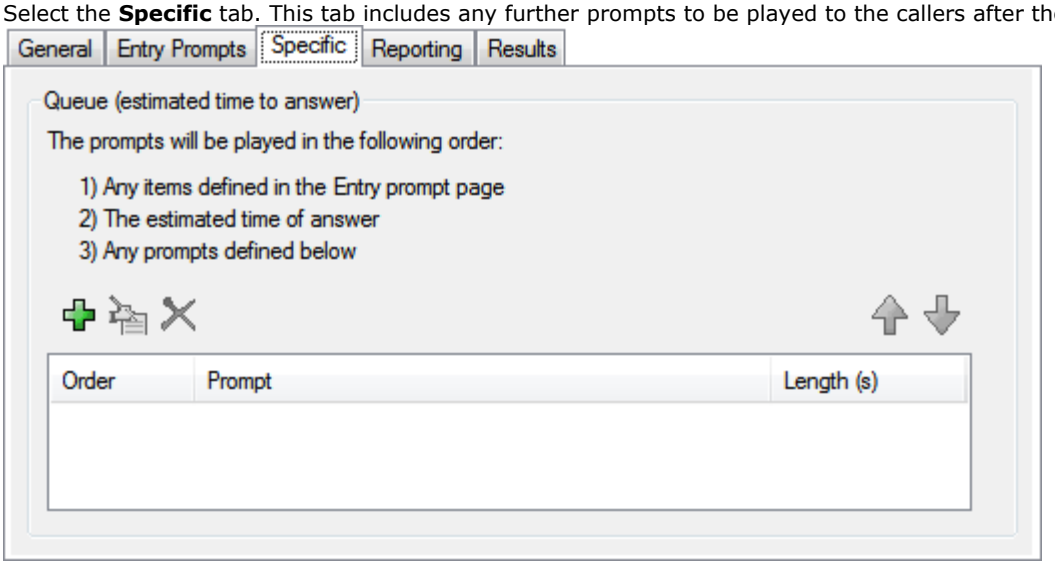
A simply announcement is used that does not include queue position and estimated time to answer. However if required the ***Queued*** and ***Still Queued*** call flow start points can be added and customized using actions including this one.

- When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned ***Low*** priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also ***Low***).
- Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.

- The IP Office Manager option **Synchronize calls to announcements** should not be used with call flows that include this action.

Settings

1. Click the **Queue Actions** icon and select **Queue ETA**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab. This tab includes any further prompts to be played to the callers after they hear their ETA.



Results

This action has the following result which can be connected to a further action:

- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

6.12.2 Queue Position

The **Queue Position** action plays to the callers their position within the queue of calls for a hunt group. It is not used for calls queued for a user. The queue position is supplied by the IP Office when it requests a queue or still queued announcement message to be played to a caller.

A simple announcement is used that does not include queue position and estimated time to answer. However if required the ***Queued*** and ***Still Queued*** call flow start points can be added and customized using actions including this one.

- When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned ***Low*** priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also ***Low***).
- Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.

- The IP Office Manager option **Synchronize calls to announcements** should not be used with call flows that include this action.

To enhance the caller experience, you can use the call flow designers to record the custom queue position numbers. Voicemail Pro plays the position of the caller in the queue based on the following rules:

- When the position of the caller in the queue is between 1 and 99:
  - If you have recorded the numbers, the system plays the custom recorded queue number.
  - If you have not recorded the numbers, then the system plays the standard pre-recorded queue number according to the current rules of play back.
- When the position of the caller in the queue is greater than 100:
  - If you have recorded the numbers, the system plays every digit of the custom number as the position of the caller in the queue. For example, if the position of the caller in the queue is 102 (hundred and two), then the system plays the number as 1 - 0 - 2 (one-zero-two).
  - If you have not recorded all the numbers, the system plays the standard pre-recorded digits of the number as the position of the caller in the queue according to the current rules of play back.

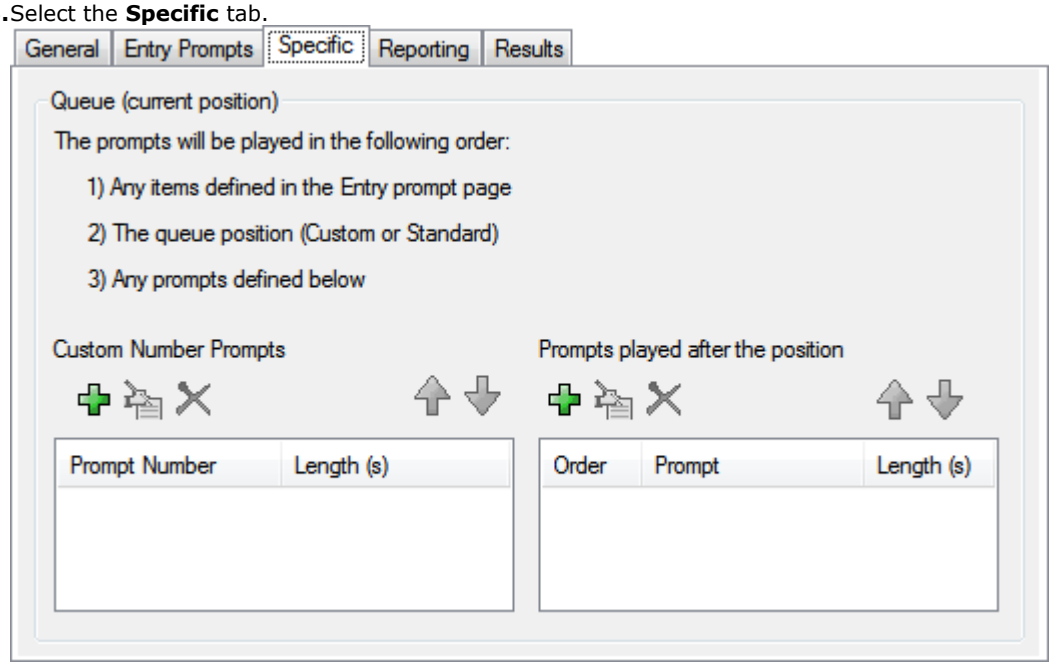
Note: To back up the custom digits, you must enable the **User Settings & Greetings** in **Voicemail Data Backup**. For more information see, Backup and Restore Settings 52.

Settings

1.Click the **Queue Actions** icon and select **Queue Position.**

2.The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.

3.Select the **Specific** tab.



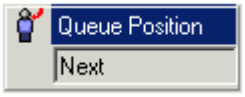
4. In **Custom Number Prompts** list, click to add a custom queue position prompt. You can add up to 100 prompts (numbers from 0 to 99 can be recorded) for a queue action.

5. In **Prompts played after the position** list, click to add any other prompts that you want to be played after the position.

6. Click **OK**.

Results

This action has the following result which can be connected to a further action:



- **Next**
  Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the **Start** 98 action option **Complete sequence** has been selected.

Chapter 7.
System Preferences

7. System Preferences

A number of preferences control the operation of the voicemail server. For a Windows based server, these preferences can be set using the Voicemail Pro client. For a Linux based server, they can also be set through the server's web management menus 283.

The preferences configurable using the Voicemail Pro client are grouped as follows:

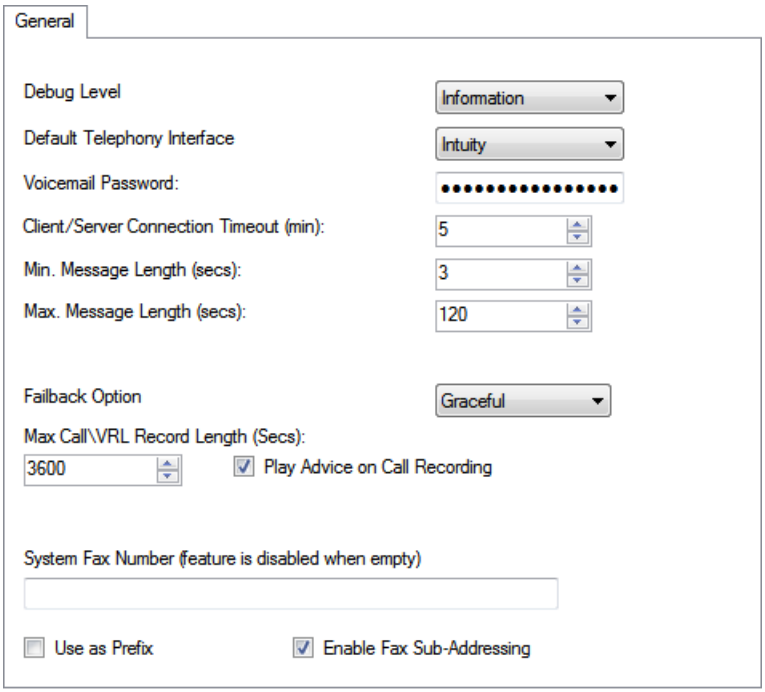
- **General** 175
  General Voicemail Pro server settings.
- **Directories** 176
  Set the folder paths for different file locations. This set of preferences is not available through web manager.
- **Email** 177
  Select the e-mail mode used by the voicemail server for its e-mail functions and configure various settings for the selected mode.
- **Housekeeping** 183
  Set the times for automatic deletion of different types of messages. Also, set the default playback order.
- **SNMP Alarm** 185
  Set the criteria which will cause the Voicemail Pro server to send alarms via the IP Office.
- **Outcalling** 186
  Set the default times for outcalling operation and the frequency of outcalling retires.
- **Voicemail Recording** 187
  Set the configurations for the SFTP connection to the VRL directory.
- **Backup & Restore** 188
  Set the configurations for an immediate backup or the configurations and schedules for the daily, weekly, and monthly backups.
- **Syslog** 188
  Enable system logging and set the configuration for the system log server.
- **VPNM** 190
  Supported on Windows based servers only. If VPNM is installed and licensed, this tab is available to set the locations of the remote VPNM servers and the mailbox users on those servers.

To change Windows server preferences:

1. Connect to the voicemail server using the Voicemail Pro client.
2. Click the **Preferences** icon. Alternatively, from the **Administration** menu select **Preferences**.
3. Select the required **System Preferences** tab.
4. After making any changes, click **OK**.
5. Click **Save & Make Live**.

7.1 General

This set of preferences cover general options for the voicemail server operation.



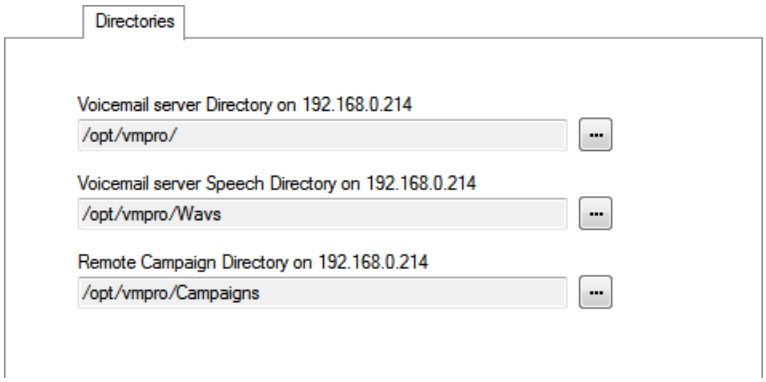
General Preferences:

- **Debug Level:** *Default = Information (Critical for Unified Communications Module)*
  Use this field to set the level of information that the server should output for logging, if required. For Linux based servers, this setting can also be set through web management using the **Settings | General** menu in the server's platform view.
- **Default Telephony Interface:** *Default = Intuity*
  Use this field to select the mailbox operation mode for all mailboxes. The available options are ***IP Office*** 204 mode and ***Intuity*** 203 emulation mode.
- **Voicemail Password:** *Default = Blank*
  The password set here must match the **Voicemail Password** configured in the IP Office security settings.
- **Client/Server Connection Timeout (mins):** *Default = 5 minutes.*
  Show for the Voicemail Pro client only. As the server only supports one connected client at a time, this field sets a timeout period for an inactive client to be automatically logged out.
- **Min. Message Length (secs):** *Default = 0 seconds (in IP Office mode) and 3 seconds (in Intuity mode).*
  Use this field to set a restriction on the minimum length for a message. The minimum value that you can set is 0 seconds, and the maximum value is 10 seconds. Messages shorter than the minimum length are deleted immediately. In IP Office mode, this field is unavailable.
- **Max. Message Length (secs):** *Default = 120 seconds.*
  Use this field to set a restriction on the maximum length for a message. The maximum value that you can set is 3600 seconds (60 minutes).
- **Failback Option:** *Default = Graceful*
  Use this field to configure the mode of failback operation in a voicemail system with a backup Voicemail Pro server.
  - **Manual**
    The system administrator has to initiate the failback operation.
  - **Graceful** *(Default)*
    The backup server initiates the failback operation immediately after all the active voicemail calls on the backup server come to an end.
  - **Automatic**
    The backup server initiates the failback operation immediately after the specified timeout period or after all the active voicemail calls on the backup server come to an end, whichever occurs first. If you select **Automatic Failback**, set a timeout (maximum 60 minutes) for the failback operation.
- **Max. Call\VRL Record Length (secs):** *Default = 3600 seconds.*
  Use this field to set a restriction on the maximum recording length for the calls. The minimum value that you can set is 5 seconds. The maximum value that you can set is 18000 seconds (300 minutes).

- **Play Advice on Call Recording:** *Default = On*
  Use this check box to set whether to play an advice warning to the callers when their calls start getting recorded. It is a legal requirement in some countries to inform the callers before recording their calls, and so confirm before you clear this check box.
- **System Fax Number:** *Default = Blank*
  Use this field to set the number of the fax machine to which all incoming faxes are to be directed. If you are using a fax board, the number that you enter must match the extension number that is connected to the fax board of the fax server computer. For details, see Setting the Voicemail Pro System Fax Number 350.
  - Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. As the system administrator, you still need to set a system fax number to enable mailbox owners to override it with their preferred personal fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to the mailbox owner's personal fax number, if one has been set. For details, mailbox owners can refer *Avaya IP Office Using Voicemail Pro in Intuity Mode* (15-601130).
  - If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number in the **System Fax Number** box. Instead type the number to use as a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example, if the prefix is 55, a fax message for extension 201 would have the prefix of 55 automatically added so that the complete number becomes 55201.
- **System Fax Number**
  By default, fax detection is not enabled when Voicemail Pro is first installed. When fax detection is enabled, any fax calls that are left in a voicemail mailbox, are redirected to this system fax number.
  - **Use as a Prefix**
    If your fax system does not use prefix addressing, leave this box unchecked. For this feature to work, you also need to set up a short code.
  - **Enable Fax Sub-Addressing**
    Most fax servers perform fax forwarding based on DTMF signaling received with the fax call. Select the **Enable Fax Sub-Addressing** check box so that the DTMF signal is passed to the fax server after the call has been answered so that the fax can be forwarded to the e-mail address of the intended recipient.

7.2 Directories

When Voicemail Pro is installed some default folder locations are used. You can change these if required. These preferences are not accessible through the web management menus.



Voicemail Pro Client

Directories Preferences:

- **Voicemail Server Directory**
  The path to the folder where the Voicemail Pro server program is to be stored. This is the folder where the file ***Root.vmp*** is saved when the **Save & Make Live** option is used.
- **Voicemail Server Speech Directory**
  The path to the folder where the libraries of speech prompts are to be stored.
- **Remote Campaign Directory**
  The path to the folder where the campaign files are to be stored.

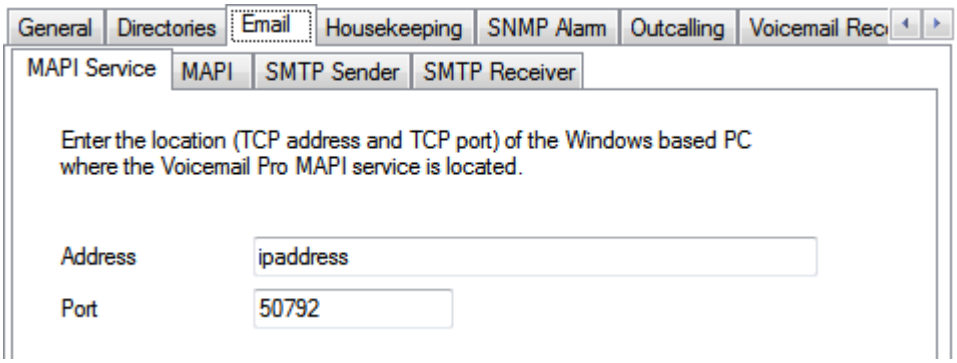
7.3 Email

The **Email** tab is used to configure which e-mail mode (MAPI or SMTP) the Voicemail Pro server should use and the settings for that mode.

7.3.1 MAPI Service

These preferences are available for a Linux based voicemail server.

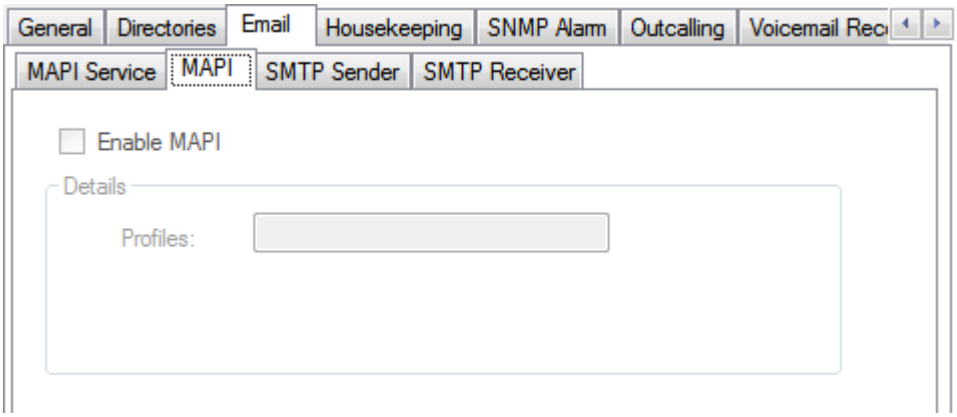
These settings indicates the Windows server onto which the Voicemail Pro MAPI proxy has been installed. The installer for the MAPI proxy can be downloaded from the **App Center** pages of the Linux server's platform menus.



- **Address**
  Enter the IP address or fully qualified domain name of the server onto which the MAPI proxy has been installed.
- **Port**
  Set the address to use for connection to the MAPI client. The default is 50792.

7.3.2 MAPI

This form is used to configure MAPI settings for use by the a Windows based voicemail server. For Linux, you must use the **MAPI Service** 177 tab to configure the IP address and port of the MAPI proxy service.



- **Enable MAPI**
  Selecting this option will switch the Voicemail Pro server to using MAPI for its e-mail options rather than SMTP.
- **Profile**
  This is used to select the MAPI e-mail account the Voicemail Pro server should use to provide visibility to the e-mail account mailboxes for which it requires access. The profile must exist within the MAPI e-mail client on the server computer and must be useable by the Windows account under which the Voicemail Pro service is running.

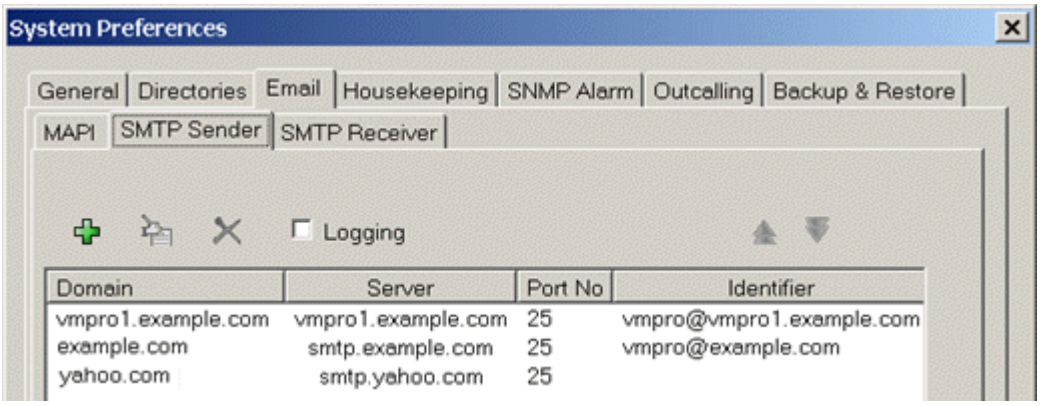
7.3.3 SMTP Sender

These settings are used to configure the SMTP server and the server account that Voicemail Pro server uses for sending e-mails through SMTP.

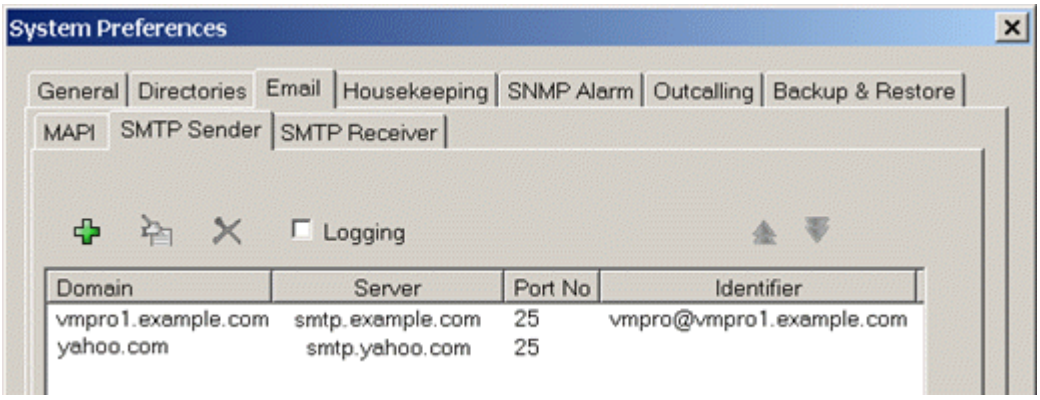
Multiple servers can be configured. The first entry specifies the default SMTP server used for sending e-mails if there is no other entry matching the domain specified in the e-mail destination address. Additional servers can be added when different settings are required for sending e-mails to specific domains. For example, the default can be configured for the customer's internal network exchange server with additional entries added for e-mails to external e-mail domain addresses such as yahoo.com.

- **Messaging Between Voicemail Servers**
  VPNM, distributed Voicemail Pro servers, and primary/backup Voicemail Pro servers all use SMTP to exchange information and messages between Voicemail Pro servers. When that is the case, the first entry in the **SMTP Sender** list must be the one used and needs to be configured for that service with the domain and server setting both matching the IP address or fully-qualified domain of the Voicemail Pro server.

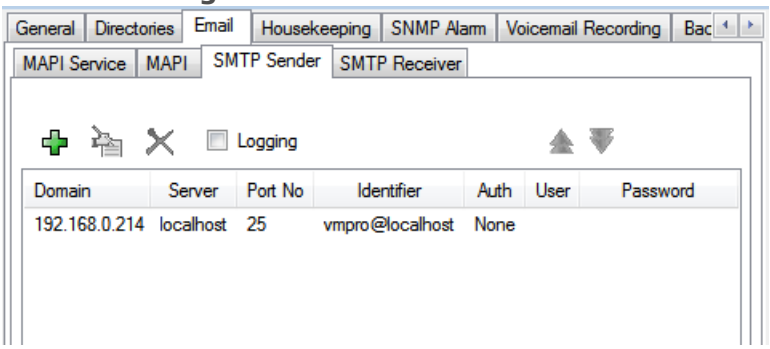
In the below example, the first entry is used for messages to other Voicemail Pro servers. The same address is used in both the domain and the server settings for the first entry, as the SMTP service that is used is running on the same server computer on which the voicemail service is running (for example, IIS SMTP on the Windows server). The next entry is used for the emails that use the customer's general e-mail domain address with the server set to the customers e-mail server. A third entry has been added to send some e-mails generated by E-mail Actions in call flows direct to an external e-mail service.



- The first two entries in the example above can be combined. Voicemail server to server synchronization uses the **Domain** setting only whereas other e-mail services use the **Server** address and other setting.



SMTP Sender Settings



- **Logging**
  If selected, SMTP logging 374 by the server is enabled.

- **Servers**
  This section is used to enter details of the SMTP server or servers to which the Voicemail Pro server sends its messages. Click on the **+** icon to add another entry using the settings below. The **^** and **v** icons can be used to adjust the order of the entries when several SMTP servers are specified.

  - **Mail Domain**
    This field is used differently depending on whether it is the first entry in the list or not:

    - **For the first server entry in the list:**
      This is the default outgoing e-mail setting. It also sets the mail destination domain on which the Voicemail Pro server filters incoming messages (see below) and so is repeated on the **SMTP Receiver** 181 tab.

    - **Messaging Between Voicemail Servers**
      For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example ***vmpro1.example.com***. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either by ***vmsyncmaster***, ***vmsyncslave,*** or the name or extension of a mailbox on the Voicemail Pro server, for example ***Extn201@vmprocentral.example.com*** or ***201@vmprocentral.example.com***.

    - **For subsequent entries:**
      The domain specifies that these settings should be used for e-mails sent to the matching domain. The entry must be a fully-qualified name resolvable by DNS or an IP address.

  - **Server**
    This specifies the IP address or fully-qualified domain name of the SMTP server to which messages are sent. Voicemail Pro supports SMTP communication over both SSL/TLS and plain text.

    - **For the first server entry in the list:**
      Where messaging between Voicemail Pro servers is being used (central, backup and or distributed servers), the first entry is used and will match the domain set above.

    - **For subsequent entries:**
      It will be the address of the e-mail server that will handle e-mails for recipients other than another Voicemail Pro server on the network.

  - **Port Number**
    This is the port number on the SMTP server to which the messages are sent. Port number for an external SMTP server can be different depending on whether you want to send the messages in secure mode or non-secure mode.

  - **Sender** (**Identifier**)
    Note that some servers will only accept e-mails from a specific sender or sender domain. If left blank, the Voicemail Pro server will insert a sender using either the e-mail address set for the voicemail mailbox user if set or otherwise using the best matching name it can resolve from the IP Office.

  - **Server Requires Authentication**
    This check box indicates whether the connection to send SMTP messages to the mail server requires authentication with that server. The authentication will typically be to the name and password of a mailbox account configured on that server.

    - **Account Name**
      Sets the name to use for authentication.

    - **Password**
      Set the password to use for authentication.

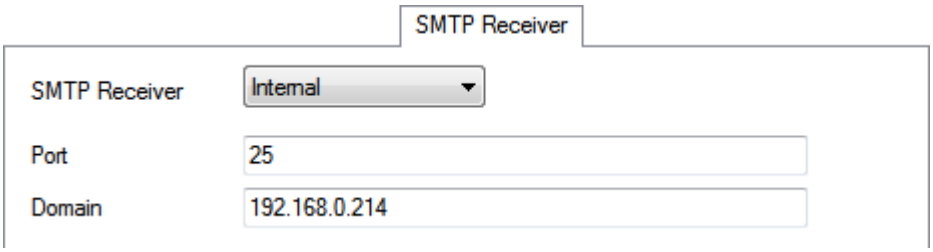
- **User Challenge Response Authentication (Cram MD5)**
  If this check box is selected, the name and password are sent using Cram MD5.

Note:
If you are using Voicemail Pro in a distributed environment, a distributed server delivers a recorded message to the central Voicemail Pro server on completion of the recording. However, the presentation to the Voicemail Pro server for message waiting indication (MWI) and access via telephone might be delayed because of the internal processing of the message and the network latency. The delay might be up to 2 minutes in high traffic situations.

7.3.4 SMTP Receiver

This tab is used to set where the Voicemail Pro server checks for incoming SMTP messages. The **SMTP Receiver** setting can be set to either ***Internal*** or ***External***.

Internal



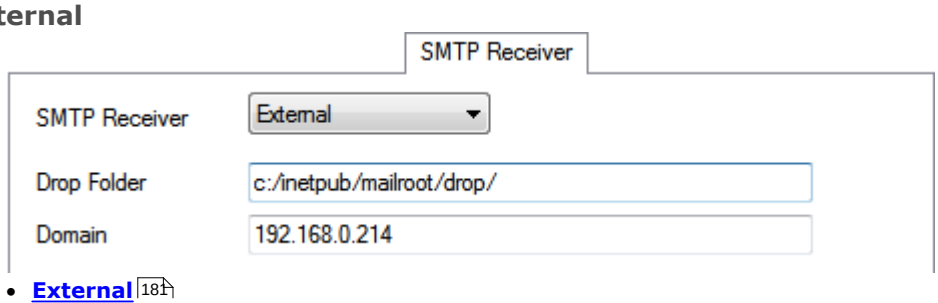
- **Internal** 181
  The Internal setting can be used when the Voicemail Pro server should check the appropriate account on an SMTP server for waiting messages. The server settings will be pre-populated using the entries from the **SMTP Sender** form. Use this option for Voicemail Pro servers running on the IP Office Application Server server.

    - **Distributed/Primary/Backup Voicemail**
      This is the option that should be used when the Voicemail Pro server is running on an IP Office Application Server as either one of the distributed Voicemail Pro servers or as a server in a primary/backup server pairing.

  - **Port**
    This is the port on which the Voicemail Pro server listens for incoming messages. The default is 25.
  - **Domain**
    This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the **SMTP Sender** 178 tab.

    - **Messaging Between Voicemail Servers**
      For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example ***vmpro1.example.com***. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either by ***vmsyncmaster***, ***vmsyncslave***, or the name or extension of a mailbox on the Voicemail Pro server, for example ***Extn201@vmprocentral.example.com*** or ***201@vmprocentral.example.com***.

External



- **External** 181
  Use this option when the Voicemail Pro server is on a server where it co-exists with a third-party SMTP application, for example an IIS server with SMTP enabled. The **External** setting should be used when the Voicemail Pro server should check the mail drop folder on a local SMTP server for SMTP e-mail messages. For example, when there is an IIS server with SMTP enabled on the same server computer as the Voicemail Pro server.

    - **Distributed or Primary/Backup Voicemail**
      This is the option that should be used if the Voicemail Pro server is a Windows-based server deployed as either one of the distributed Voicemail Pro servers or as a server in a primary/backup server pairing.

  - **Port**
    This is the port on which the server receives incoming SMTP e-mails.
  - **Domain**
    This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the **SMTP Sender** 178 tab.

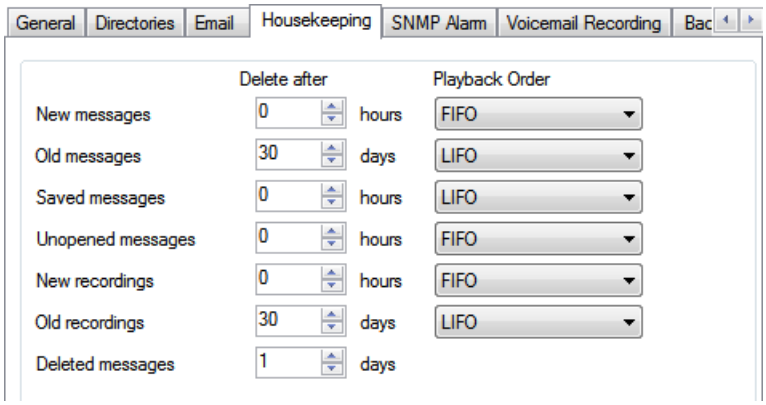
- **Messaging Between Voicemail Servers**
  For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example ***vmpro1.example.com***. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either by ***vmsyncmaster***, ***vmsyncslave***, or the name or extension of a mailbox on the Voicemail Pro server, for example ***Extn201@vmprocentral.example.com*** or ***201@vmprocentral.example.com***.

Note:
If you are using Voicemail Pro in a distributed environment, a distributed server delivers a recorded message to the central Voicemail Pro server on completion of the recording. However, the presentation to the Voicemail Pro server for message waiting indication (MWI) and access via telephone might be delayed because of the internal processing of the message and the network latency. The delay might be up to 2 minutes in high traffic situations.

7.4 Housekeeping

These preferences are used to:

- Set the duration after which voicemail server automatically deletes different types of messages and recordings.
- Set the default playback order for the different types of messages and recordings.



Housekeeping Preferences:

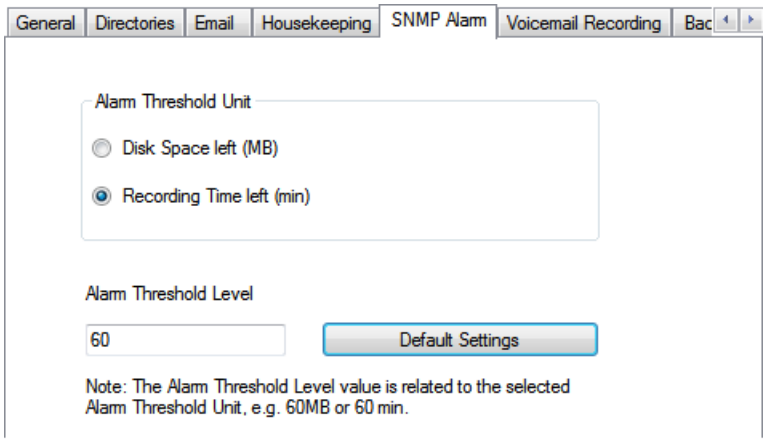
- **Delete After**
  Under **Delete after**, set the time, in hours, after which you want the respective messages to be deleted automatically. A value of ***0*** disables automatic deletion (except for **Deleted messages**, where a value of ***0*** means immediate deletion). The actual deletion is performed during the next idle period, that is, when there are no calls to or from the Voicemail Pro server.
- **Playback Order**
  Under **Playback Order**, set the order of playback for the respective message types. The available options are First in-First out (***FIFO***) and Last in-First out (***LIFO***). ***FIFO*** is the default option.
- **Message Type**
  The following are the different categories of messages that the housekeeping settings apply to:
  - **New messages**
    This status is applied to messages where neither the header nor the message content has been played.
  - **Old messages**
    This status is applied to messages where the user has played the message content but has not marked the message as saved.
  - **Saved messages**
    This status is applied to messages that have been marked as saved by the user.
  - **Unopened messages**
    This status is used for messages where, in Intuity emulation mode, the user has played the message header but has not played the message content.
  - **New recordings**
    This status is used for recordings that have not been played.
  - **Old recordings**
    This status is used for recordings that have been played.
  - **Deleted messages**
    This status is used for messages that have been marked as deleted through mailbox access. This setting is also used for messages that have been forwarded to an Exchange server.

7.5 SNMP Alarm

The IP Office system can be configured to generate alarms. These alarms can be sent from the IP Office using SNMP, SMTP e-mail or Syslog alarm formats. The voicemail server preferences set the levels at which the server indicates to the IP Office to send an alarm.

For Voicemail Pro Server Edition, the IP Office system also sends SNMP alarms based on the percentage of the available free space of the total disk space. Those SNMP alarms are:

- **Disk State Critical -** Free disk space is less than 5%
- **Disk State OK -** Free disk space is between 5 to 10%
- **Disk State Free -** Free disk space is greater than 10%
- **Disk State Stop Recording -** Free disk space is 0.



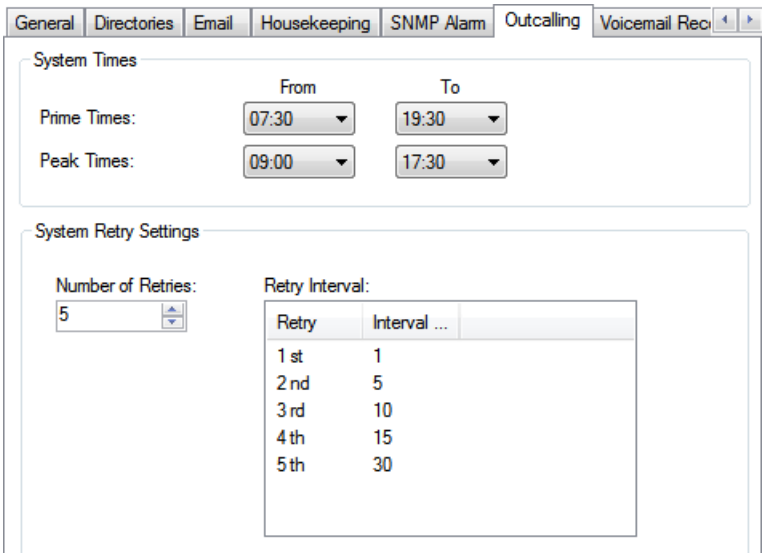
SNMP Alarm Preferences:

- **Alarm Threshold Unit**
  Under **Alarm Threshold Unit**, select either **Disk Space Left (MB)** or **Recording Time left (minutes)**.
- **Alarm Threshold Level**
  In the **Alarm Threshold Level** field, enter the number of units (minutes or MB) at which SNMP alarms are to be triggered. The minimum value that you can enter is 11. In addition to this alarm, the following additional alarms are also set based on the **Alarm Threshold Level**:
  - **Space OK Alarm**
    This alarm is triggered when the amount of available space returns to above a level set at *Alarm Threshold Level plus 30*.
  - **Critical Alarm**
    This alarm is set at 30. If the **Alarm Threshold Level** is set at less than 40, the critical alarm is set at *Alarm Threshold Level minus 10*. Note that the critical alarm value decreases if you decrease the Alarm Threshold Level, but the critical alarm value does not increase if you increase the Alarm Threshold Level. So, the critical alarm value keeps on decreasing and remains set at the least value that it takes. To reset the critical alarm back to 30, click **Default Settings**.
- **Default Settings**
  To return to the default alarm settings, click **Default Settings**. The Alarm Threshold Level is reset to 60. The Space OK level is reset to 90. The Critical Alarm level is reset to 30.

7.6 Outcalling

The outcalling preferences in Voicemail Pro are defaults for global operation. Mailbox owners can configure their own outcalling options from their telephone, for example, create their own time profile. You can also view and edit those individual user settings, see Mailbox Outcalling Settings 228.

This tab is not shown if outcalling has been disabled, see below.

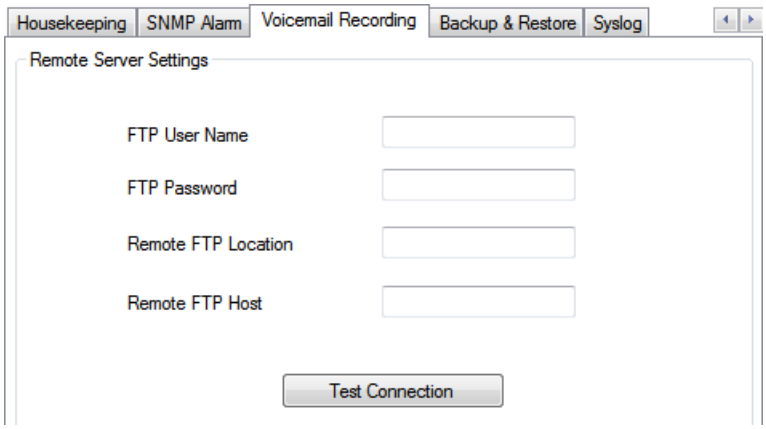


Outcalling Preferences:

- **System Times**
  These fields set the define start and end times for two different time categories. The individual users can then select whether they want outcalling used during those time periods rather than having to manually define their own times for outcalling.
  - **Prime Times**
    The time period that outcalling is to be active as default for the system.
  - **Peak Times**
    The busiest working hours.
- **System Retry Settings**
  Set the default frequency for outcalling retries.
  - **Number of Retries**
    The **Number of Retries** can be between 0 and 10. If the message is not collected after the last retry, no notification is sent until another new message is delivered in the user's mailbox.
  - **Retry Interval**
    The **Retry Interval** for each successive retry. The interval is the length of time between each attempt to connect to the target number again. The 6th to 10th retries use the default retry interval.

7.7 Voicemail Recording

These preferences are used to configure an SFTP connection from a Linux-based voicemail server to the server running Call Recorder for IP Office or ContactStore for IP Office. Before you configure the settings, you must have a pre-configured SFTP server running on the destination server.



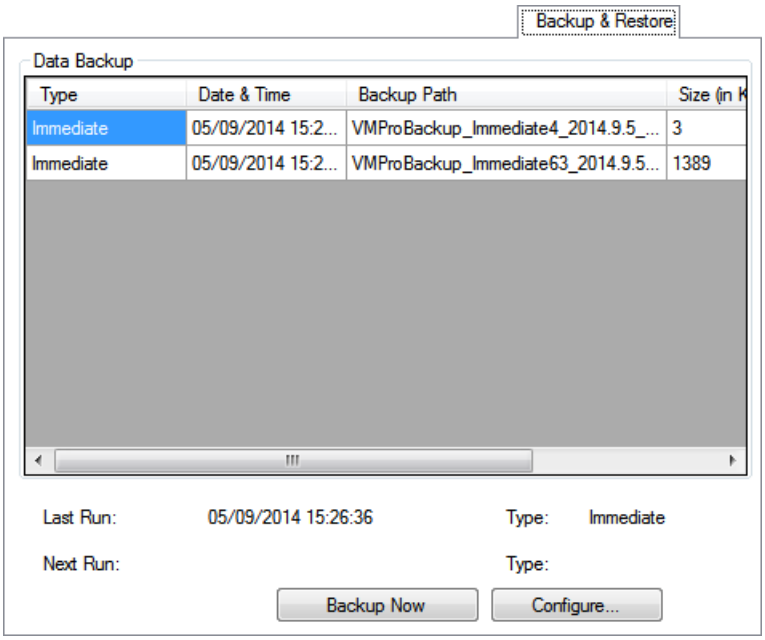
Voicemail Recording Preferences:

- **FTP User Name**
  Set the user name for access to the remote SFTP server.
- **FTP Password**
  Set the password for access to the remote SFTP server.
- **Remote FTP Location**
  Enter the file path for the files on the target server. This is a sub-path to the remote servers root folder.
- **Remote FTP Host**
  Set the address (IP address or fully qualified domain name) of the target server.
- **Test Connection**
  When clicked, the server will test the connection using the current settings and report the results.

7.8 Backup & Restore

This tab in preferences is used by the Voicemail Pro client to make, schedule and restore backups of the voicemail server. See Voicemail Pro Client Backup and Restore 52.

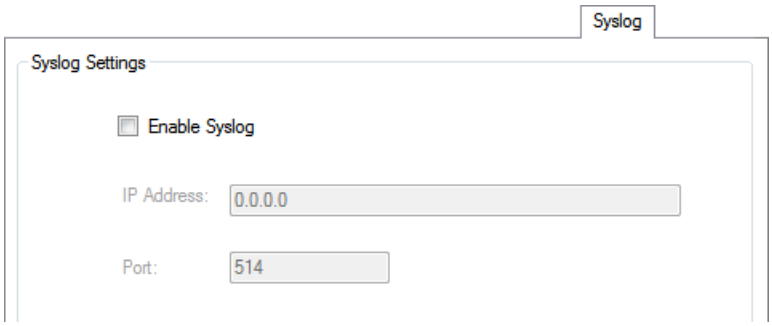
Whilst these options can be used with a Linux-based server, it is recommended that the backup and restored options available through the Linux server's web management menus 299 are used instead.



- The **Data Backup** section displays details of the previous backups. The list only includes those backups that are saved on the computer running the client. To refresh the list, close the **System Preferences** dialog box and open the dialog box again.
- **Last Run** & **Type**
  The time and type of the previous backup.
- **Next Run** & **Type**
  The time and type of the backup that is scheduled to run next. If a backup is already in progress, the **Next Run** field displays **Active**.
- **Restore**
  Click **Restore** to restore the voicemail data and settings from a backup. For details, see Restoring backups 56. If you connect to a Linux-based Voicemail Pro server or to a Windows-based Voicemail Pro server that is not running on the same computer as the Voicemail Pro Client, the **Restore** button is not available.
- **Backup Now**
  Click **Backup Now** to take an immediate backup of the voicemail data and settings. For details, see Taking an Immediate Backup 52.
- **Abort**
  If a backup is already in progress, the **Backup & Restore** dialog box displays **Abort** instead of **Backup Now**. Click **Abort** to abandon the backup in progress.
- **Configure**
  Click **Configure** to schedule backups for the voicemail data and settings. For details, see Scheduling Backups 54.

7.9 Syslog

Use the **Syslog** tab to configure the voicemail server to write syslogs records to a syslog server. The records can include alarms, events and changes in operation of the voicemail server.



Syslog Preferences:

- **Enable Syslog:** *Default = Off*
  Select whether the voicemail server should send Syslog records.
- **IP Address:**
  Set the IP address of the destination Syslog server.
- **Port:** *Default = 514*
  Set the UDP port on which the destination server is known to listen for incoming Syslog reports.

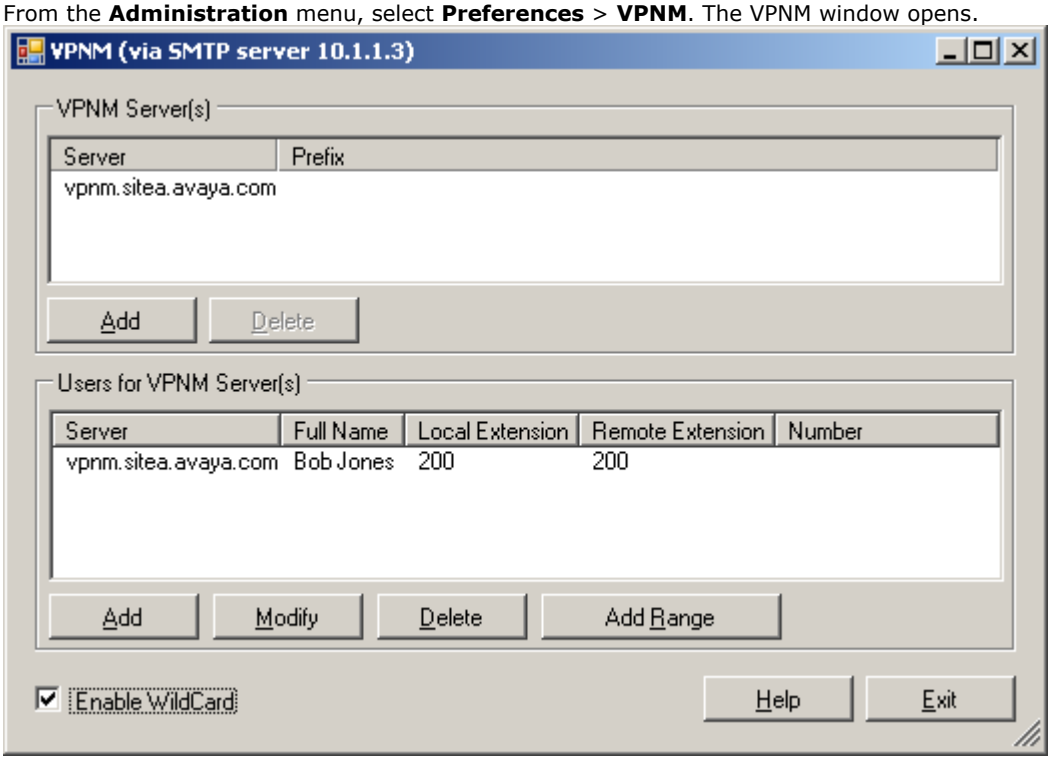
7.10 VPNM

This set of preferences is used to add a list of remote VPNM servers and mailbox users on those servers.

- **!** These features are not supported on a Linux-based Voicemail Pro server.

To open the VPNM window:

1. Open the Voicemail Pro Client application and connect to Voicemail Pro server.
2. From the **Administration** menu, select **Preferences** > **VPNM**. The VPNM window opens.



To add a VPNM server:

1. In the **VPNM Server(s)** section, click **Add**.
2. Enter the fully qualified domain name of the remote VPNM destination (the remote Voicemail Pro server computer or Avaya Interchange).
3. Enter the two digit access prefix, if these are being used.
4. Click **OK**.

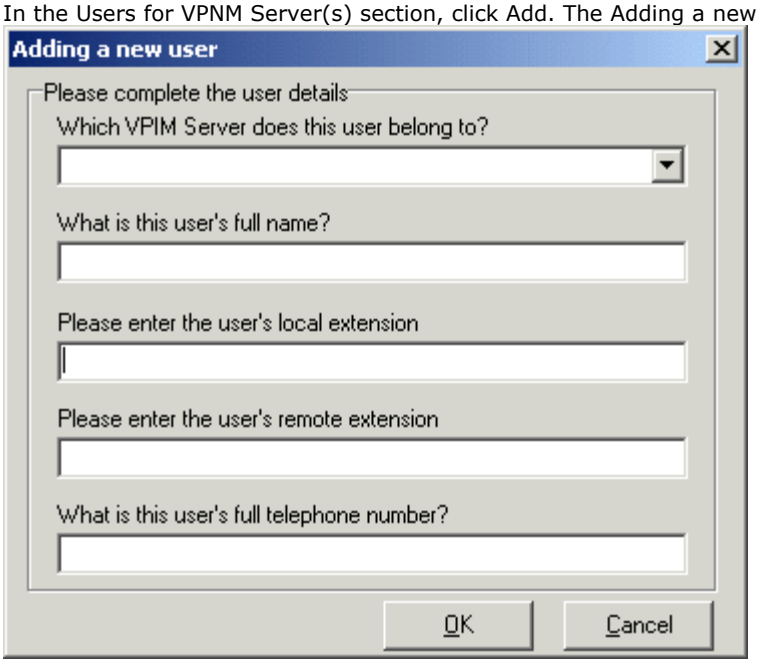
Note: If not present already, the VPNM server address should also be added in the relay list of the SMTP/Mail server that is configured in SMTP Sender 178.

To delete a VPNM server:

1. In the VPNM Server(s) section, select the server that you want to delete.
2. Click Delete. When a server is deleted, all of the users associated with that server are also deleted.

To add a user to VPNM server:

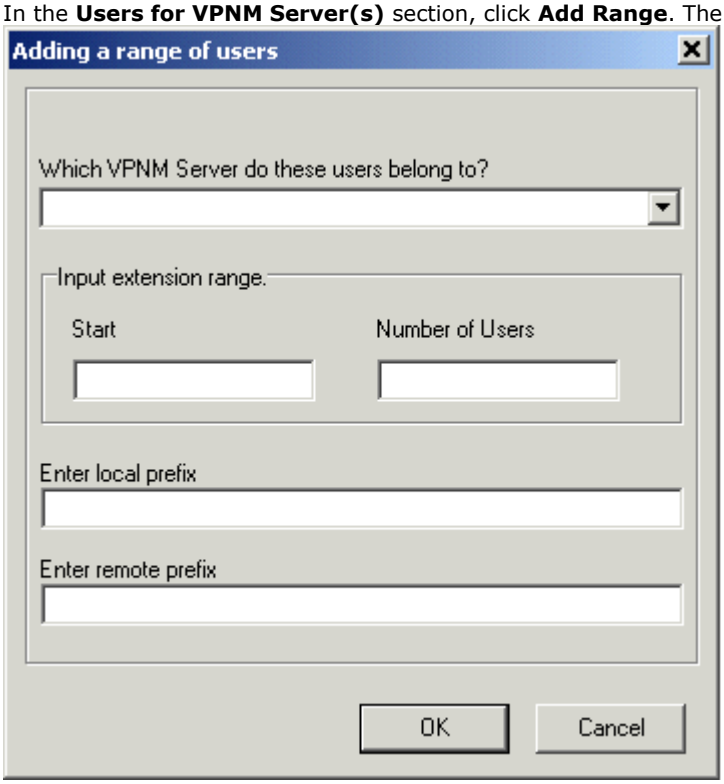
1. In the Users for VPNM Server(s) section, click Add. The Adding a new user window opens.


Adding a new user
Please complete the user details
Which VPIM Server does this user belong to?
What is this user's full name?
Please enter the user's local extension
Please enter the user's remote extension
What is this user's full telephone number?
OK
Cancel

2. Enter details for the user. All of these details MUST be completed before the user can be added.
   - Select the VPIM server from the listing.
   - Enter the user's full name. The user's full name is used by the local Voicemail Pro's dial by name feature.
   - Enter the user's extension. The local extension number is used as the local mailbox number and so should not conflict with any existing local number.
   - Enter the user's remote extension. The remote extension number should be the user's real extension number. Typically this and the 'local extension number' are kept the same using a unique extension number dial plan for the linked systems.
   - Enter the user's full telephone number. The full telephone number should be a dialable number that is routed to the user's extension or mailbox.
3. Click **OK** to save the details and return to the VPNM configuration window.

To add a group of users:

1. (Optional) Check the option **Enable WildCard**. When this option is selected you can use the question mark symbol (?) to represent any number.
2. In the **Users for VPNM Server(s)** section, click **Add Range**. The **Adding a range of users** window opens.



3. Enter details for the users. All of these details MUST be completed before the users can be added.
   - Select the VPNM server to which you want to add the users.
   - Enter the start number of the extension range.
   - Enter the local prefix.
   - Enter remote prefix.
4. Click **OK** to save the details and return to the VPNM configuration window.

To change details of a VPNM user:

1. In the **Users for VPNM Server(s)** section, select the name of the user whose details need to be changed.
2. Click **Modify**. You can change the user's full name, the local extension number and the full telephone number.

Chapter 8.

Mailbox Access and Configuration

8. Mailbox Access and Configuration

8.1 Message Waiting Indication

By default, messaging waiting indication (MWI) is sent to the user's extension each time they receive a new message in their mailbox. Additional methods for receiving message waiting indication can be added using the following processes.

8.1.1 Other User MWI

By default a user only receives message waiting indication (MWI) for their own mailbox. However, message waiting indication for another user's mailbox can be configured.

Depending on the type of telephone or IP Office application they are using, users who receive other user message waiting indication can choose any of the following methods to collect messages. Note that if not configured as a trusted source for that other user's mailbox, the user will have to enter the mailbox password for that mailbox when accessing it.

- **Visual Voice**
  On telephone that support Visual Voice, the user name is shown along with the number of new messages. Press the display button to access the user mailbox.
- **one-X Portal for IP Office**
  If the one-X Portal for IP Office application is used, the other user name and number of new messages is displayed in the **Messages** gadget. Use the **Messages** gadget to access the group mailbox.

To configure other user message waiting indication:

1. Use IP Office Manager to receive the configuration of the IP Office system.
2. Click **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Click **Add**. In the **Source Number** field, enter **U** followed by the user name or extension.
5. Click **OK**.
6. Click to merge the configuration change back to the IP Office.

8.1.2 Hunt Group MWI

By default no message waiting indication (MWI) is provided for hunt groups. If required indication can be enabled for specific users including users who do not belong to the hunt group. If the user is not a member of the hunt group, a voicemail code is also required. This is entered in the **Voicemail Code** field on the **Hunt Group > Voicemail** tab in the IP Office's configuration. Alternatively the user can be made a member of the group but have their membership set to disabled. This provides them access to the group mailbox without receiving group calls.

Depending on the type of telephone or IP Office application they are using, users who receive hunt group message waiting indication can choose any of the following methods to collect messages.

- **Visual Voicemail**
  If the user has visual voicemail on their phone, the name of the hunt group appears in the visual voice display along with the number of messages details.
- **one-X Portal for IP Office**
  If the one-X Portal for IP Office application is used, the group name and number of new messages is displayed in the **Messages** gadget. Use the Messages gadget to access the group mailbox.
- **Voicemail Ringback**
  If a user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. Ringback for personal messages takes place before any ringback for new group messages.

To configure hunt group message waiting indication:

1. Open IP Office Manager.
2. In the Navigation pane, click **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Click **Add**. In the **Source Number** field, enter **H** followed by the hunt group name. For example, to receive message waiting indication from a hunt group called Main, enter **HMain**.
5. Click **OK**.
6. Click to merge the configuration change back to the IP Office.

8.2 Mailbox Passwords

8.2.1 Password Rules Enforcement

The IP Office system controls the rules applied to mailbox passwords. These are:

- Whether the password has a minimum length and what that length is.
- Whether complexity rules are applied when passwords are changed. When applied, the complexity rules are:

Note: You can set and change (though not see) mailbox passwords through the IP Office system configuration. The passwords set there do not need to comply with the password enforcement rules. However, when changed by the user, the password enforcement rules are applied.

To set the mailbox password rules:

1. Use IP Office Manager to receive the configuration of the IP Office system.
2. Select **System** and then select the **Voicemail** tab.
   - **Enforcement:** *Default = On*
     When selected, the requirements for minimum password length and complexity below are applied when a user changes a mailbox password.
     - **Minimum length:** *Default = 4*
       Sets the minimum password length allowed on password changes when Enforcement is selected.
     - **Complexity:** *Default = On*
       When selected, the following complexity rules are applied to new mailbox passwords:
       - No forward (eg. 1234) or reverse (4321) sequence of numbers.
       - No repeated digits (eg. 1111).
       - No match to the extension number.
3. Click **OK**.
4. Click the icon to save any changes back to the IP Office system.

8.3 User Voicemail Access

By default, users can dial ***17** to access their voicemail from their own extensions. The controls available to the users then depend on which **Default Telephony Interface** 175 mode the the voicemail system is running: Intuity 203 or IP Office 204.

Additional Telephone Access Methods

The basic access from their own telephone can be enhanced or varied using the following options:

- **Using the Messages button on their telephone**
  If their extension is a trusted extension, they can access their messages without entering a voicemail code by pressing the **Messages** button. See Creating a Trusted Location 200.
- **Using a Voicemail Collect button**.
  A button can be programmed for users to collect voice messages from their telephones. If their extension is a trusted extension, they can access their messages without entering a voicemail code See Giving Users Button Access to Voicemail 198.
- **Using Visual Voice**
  Users can be given a display menu to use for access to their mailboxes. The menu provides a user with options to listen to messages, send messages, and change the greetings and password. See Giving Users Button Access to Voicemail 198.
- **Using a short code.**
  Short codes can be created so the users can be given access to their mailboxes from locations other than their office desks. When they call the mailboxes, they will be prompted to enter their access codes. See Giving Users Access from Any Extension 199 and Voicemail Telephone Numbers 242.
- **Outcalling**
  Users can also receive notification of new voicemail messages at either their extensions or at other locations. To receive notification of new messages a user needs to configure the outcalling. See Outcalling 234.

Application Access

In addition to access via their telephone, the user may be able to access their messages using an IP Office supported application.

- **one-X Portal for IP Office** 205
  Using the voicemail profile in one-X Portal for IP Office application, a user can switch voicemail and voicemail ringback on/off. The one-X Portal for IP Office application also provides full visual access to a user's voicemail and the users can play back and control messages through their computers.
- **UMS Web Voicemail** 207
  Using this method, users can access their mailboxes using a web browser. The user must be configured for UMS. The feature is licensed.
- **UMS IMAP E-mail Access** 210
  Using this method, users can access mailbox messages through an IMAP compatible e-mail program. The user must be configured for UMS. The feature is licensed.
- **UMS Exchange**
  UMS Exchange provides a playback through a computer using Microsoft Outlook.

8.3.1 Creating a Voicemail Collect Button

Users can collect their voice messages from their extensions using a button programmed for voicemail collect. If the extension is a trusted extension, a user will not need to enter the voicemail code. See Creating a Trusted Location 206.

A button on the user's telephone will display the label **VMCol**. The extension number or voicemail code do not need to be entered if the extension is a trusted extension.

To add a voicemail collect button:

1. Using IP Office Manager, receive the configuration from the IP Office system..
2. Click **User** to display the list of existing users. Click the required user.
3. Click the **Button Programming** tab.
4. Click the button line that you want to change.
5. Right-click in the **Action** field.
6. Select **Advanced** > **Voicemail** > **Voicemail Collect**.
7. Click **OK** to save the button details for the selected user.
8. Repeat for any other users.
9. Click to merge the changes back to the IP Office system.

8.3.2 Creating a Visual Voice Button

Visual voice 206 uses the display on the user's phone to display the number of messages and to access functions such as changing their password.

- By default, the **MESSAGES** button on telephones is set to launch Visual Voice. On systems configured that way, the user does not need a specific Visual Voice button configured on their telephone.
- For user's whose phone does not have a **Messages** button and or when the above option is not enabled, a programmable button for the **Visual Voice** can be created using the process below.
- If the user is configured to receive message waiting indication 194 from another user or hunt group mailbox, that information is includes in their Visual Voice display. It is also possible to configure a Visual Voice button directly to a specific user or hunt group mailbox in order to receive message waiting indication on that button and access that mailbox using the button.

To give a user access to Visual Voice:

1. Start IP Office Manager and receive the IP Office configuration.
2. Click **User** to display the list of existing users. Click the required user.
3. Click the **Button Programming** tab.
4. Click the button line that you want to change.
5. Right-click in the **Action** field.
6. Select **Emulation > Visual Voice**.
   - To create a button for the user's own mailbox (and any for which they receive message waiting indication), leave the **Action Data** field blank.
   - To create a button for another user or hunt group mailbox, select the user or hunt group in the Action Data field.
7. Click **OK** to save the button details for the selected user.
8. Repeat for any other users.
9. Click to save the changes back to the IP Office system.

8.3.3 Giving Users Access from Any Extension

Access to mailboxes from any extension can be given is several ways. Note however that both methods below will only work if either the mailbox has a voicemail code set or the number from which the call is being made is set as a trusted source for that mailbox.

To give a user access from any extension

To enable users to log in to their voicemail from any extension, set up short codes and associate them with the users' extension numbers. For example, if the short code *90 is associated with the user extension 201, the user can dial ***90** from any extension and enter the voicemail code to access the voicemail messages.

1. Open IP Office Manager.
2. Set up a short code, for example *90.

Field	Contains...
Code	*90
Feature	Voicemail Collect
Telephone Number	"?Extn201"
Line Group ID	0

To give all users access from any extension

To give all users access to voicemail from any extension you can use an anonymous short code. When a user dials the short code, from any extension, they will be prompted for the mailbox number required and then the voicemail code of that mailbox.

1. Open IP Office Manager.
2. Set up a short code, for example *98:

Field	Contains...
Code	*98
Feature	Voicemail Collect
Telephone Number	"?Anonymous"
Line Group ID	0

8.3.4 Giving Users Access from an External Location

If users need to access their voicemail messages when they are away from the office, you can set up an Incoming Call Route in IP Office Manager with the destination as Voicemail. See the IP Office Manager help or guide.

To give users access from an external location:

1. Open IP Office Manager.
2. In the Navigation pane, click **Incoming Call Route** and add a new call route.
3. In the destination field, select the option **Voicemail**. When an incoming call is matched the call is passed to voicemail to enable remote mailbox access. Callers are asked to enter the extension ID of the mailbox required and then the mailbox access code.
4. Click **OK** to save the changes.
5. Click to merge the configuration back to the IP Office.

8.3.5 Creating a Trusted Location

If a user regularly accesses their mailbox from another extension or from a number that presents a CLI, such as a mobile or home number, that location can be set a trusted location. In that case, the user is no longer prompted to enter their password.

By default a user's own extension is already configured as a trusted location. That setting should be removed if the mailbox should always prompt the user for their password.

To configure a trusted location:

1. Using IP Office Manager, receive the configuration from the IP Office system.
2. Click **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Add or delete the source numbers prefixed with V. These numbers are user as follows:
   - **User's own extension number**
     For example, a user whose extension number is 214 wants to be able to access voicemail messages without entering the voicemail code. A source number **V214** would be entered.
   - **Other user extension numbers**
     For example, a user whose extension is 214 wants to be able to access voicemail messages from extension 204. A source number **V204** would be entered. From then on when the user of extension 214 dials a short code from extension 204, system will not prompt the user for the voicemail code. Not supported for Intuity mailbox users.
   - **External telephone numbers**
     Add a **V** source number containing the external telephone number. For example, **V01923 38383** would be entered if the external number was 01923 38383. When users dial the number set up as the Incoming Call Route to Voicemail from the "trusted location", they will not be prompted for their mailbox number or Voicemail Code. See Giving Users Voicemail Access from an External Location 200. Not supported for Intuity mailbox users.
5. Click **OK** to save the changes.
6. Click to merge the configuration back to the IP Office.

8.4 Mailbox Access Methods

Mailbox owners can access their mailbox and messages in a number of ways:

- **Standard IP Office Mailbox Mode** 204
  Voicemail Pro can also be set to run in this mode rather than Intuity emulation mode.
- **Intuity Mailbox Mode** 203
  This is the default mode for Voicemail Pro. It provides through a series of spoken prompt menus an IP Office emulation of many of the Avaya Intuity features.
- **Visual Voice** 206
  This is a system of display menus rather than spoken prompts that can be used to access a mailbox.
- **one-X Portal for IP Office** 205
  Using the voicemail profile in one-X Portal for IP Office application, a user can switch voicemail and voicemail ringback on/off. The one-X Portal for IP Office application also provides full visual access to a user's voicemail and the users can play back and control messages through their computers.
- **UMS Web Voicemail** 207
  Using this method, users can access their mailboxes using a web browser. The user must be configured for UMS. The feature is licensed.
- **UMS IMAP E-mail Access** 210
  Using this method, users can access mailbox messages through an IMAP compatible e-mail program. The user must be configured for UMS. The feature is licensed.
- **UMS Exchange**
  UMS Exchange provides a playback through a computer using Microsoft Outlook.

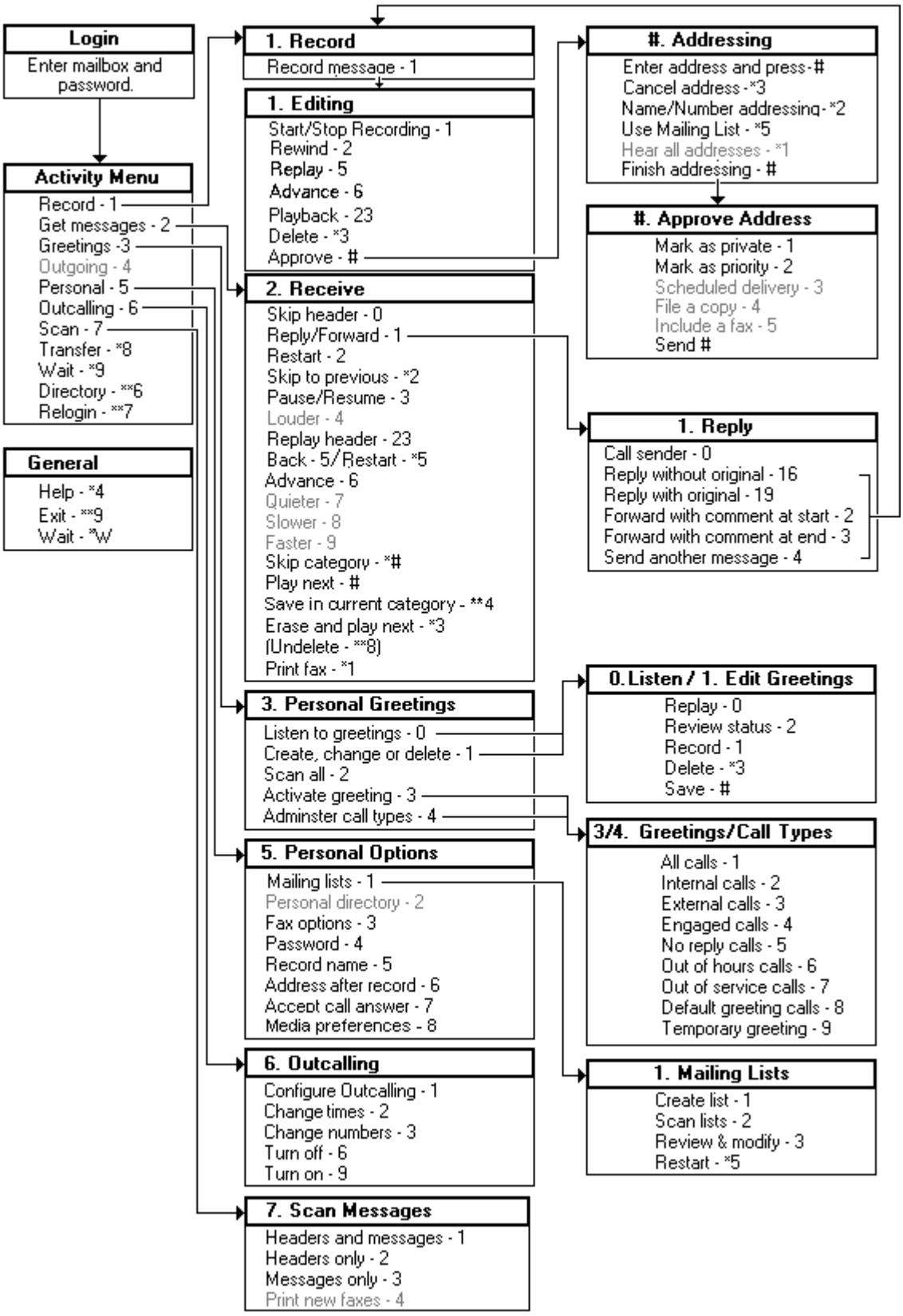
8.4.1 Short Code Controls

The following default IP Office short codes can be dialed by any user from their own extension. There short code and others are configured on the IP Office telephone system using IP Office Manager. Refer to the IP Office Manager documentation for details of editing the available short codes.

- ***17 - Collect Messages**
  Access their mailbox from their own extension.
- ***18 - Voicemail on** / ***19 - Voicemail off**
  When on, the IP Office telephone system will use voicemail as the destination for unanswered calls.
- ***48 - Turn voicemail ringback on** / ***49 - Turn voicemail ringback off**
  When on, if the user has a new message, the Voicemail Pro server will call the user's extension whenever the extension changes from off-hook to on-hook. The Voicemail Pro server will not ring the extension more than once every 30 seconds.
- ***01 - Sets the Voicemail E-mail mode to Forward**
- ***02 - Sets the Voicemail E-mail mode to Alert**
- ***03 - Sets the Voicemail E-mail mode to Off**

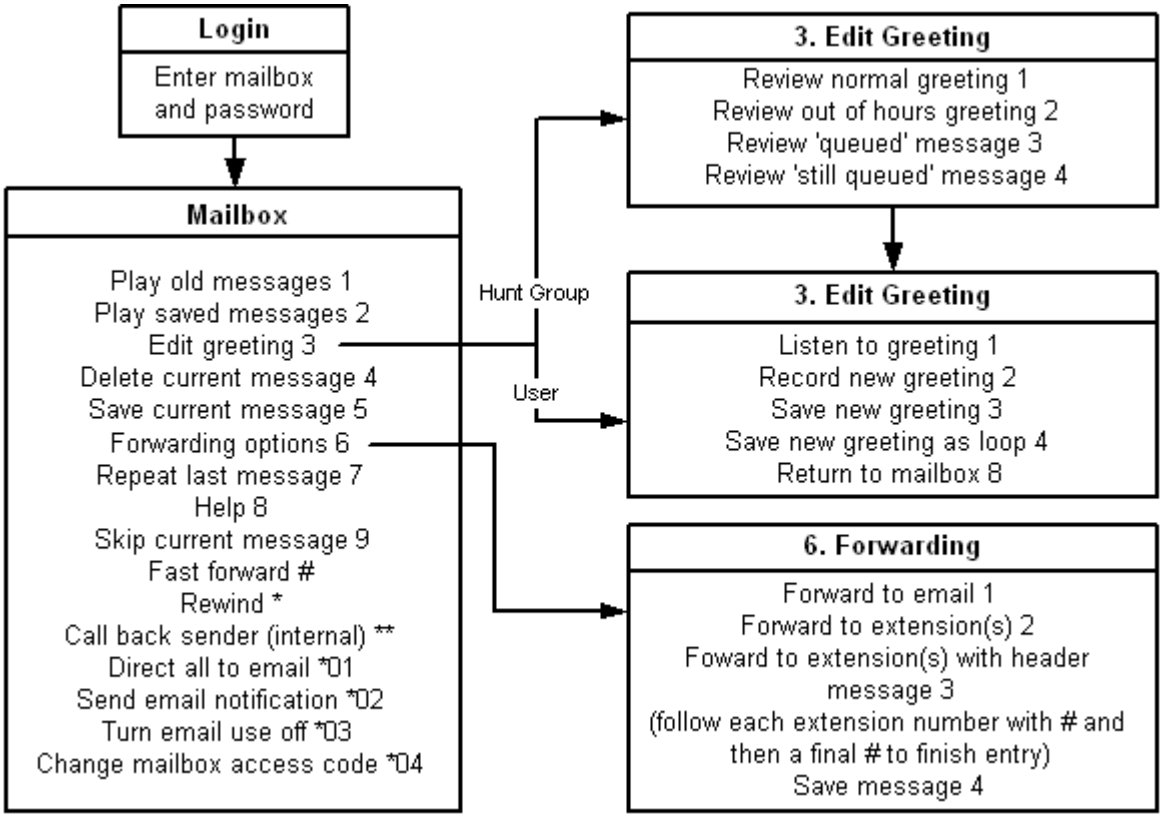
8.4.2 Intuity Mode

The following is a summary of the controls available when the Voicemail Pro server is set to run in Intuity emulation mode. The options that are shown in gray are not supported by IP Office Intuity emulation. For details, refer *Avaya IP Office Intuity Mailbox Mode User Guide* (15-601130).



8.4.3 IP Office Mode

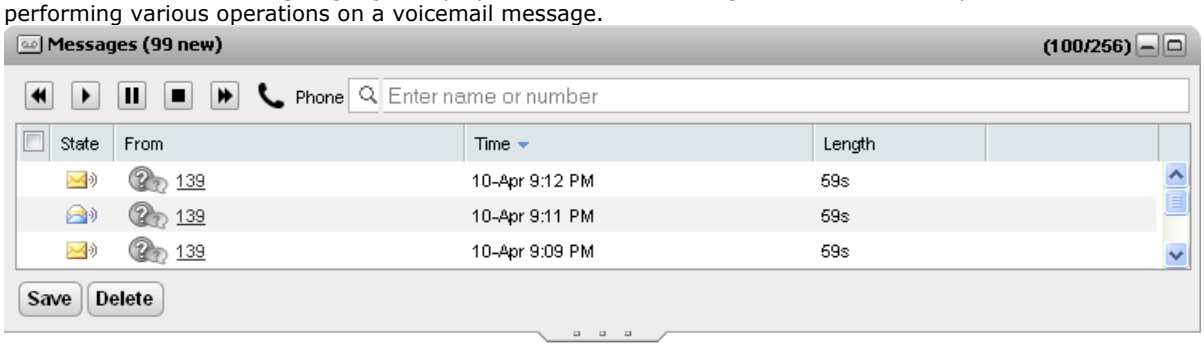
The following is a summary of the controls available when the Voicemail Pro server is set to run in IP Office emulation mode. For details, refer *Avaya IP Office Mailbox User Guide* (15-601131).


Login
Enter mailbox and password
Mailbox
Play old messages 1
Play saved messages 2
Edit greeting 3
Delete current message 4
Save current message 5
Forwarding options 6
Repeat last message 7
Help 8
Skip current message 9
Fast forward #
Rewind *
Call back sender (internal) **
Direct all to email *01
Send email notification *02
Turn email use off *03
Change mailbox access code *04
Hunt Group
User
3. Edit Greeting
Review normal greeting 1
Review out of hours greeting 2
Review 'queued' message 3
Review 'still queued' message 4
3. Edit Greeting
Listen to greeting 1
Record new greeting 2
Save new greeting 3
Save new greeting as loop 4
Return to mailbox 8
6. Forwarding
Forward to email 1
Forward to extension(s) 2
Foward to extension(s) with header message 3
(follow each extension number with # and then a final # to finish entry)
Save message 4

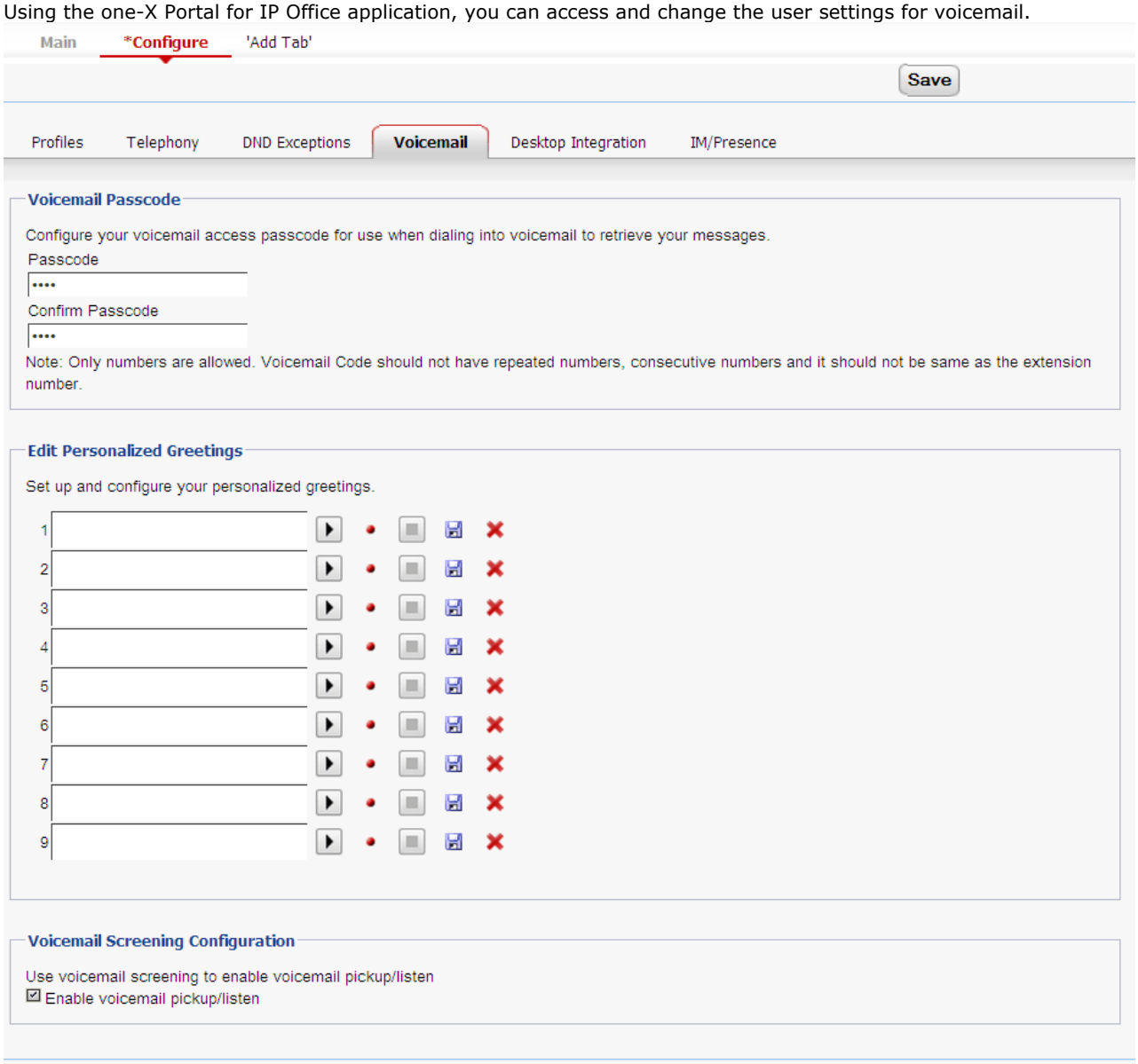
8.4.4 one-X Portal for IP Office

The one-X Portal for IP Office application provides a number of features relevant to Voicemail Pro. For details, see *Using one-X Portal for IP Office* (15-601131).

- **Messages gadget**
  The **Messages** gadget is available for all the users of one-X Portal for IP Office who have an access to voicemail. The **Messages** gadget displays the voicemail messages in a mailbox and provides the controls for performing various operations on a voicemail message.



- **Configure Voicemail**
  Using the one-X Portal for IP Office application, you can access and change the user settings for voicemail.



8.4.5 Visual Voice

Visual Voice provides the user with a display menu for access to their mailbox rather than having to follow spoken prompts. It can be used with Voicemail Pro (Intuity and IP Office modes) and Embedded Voicemail.

By default Visual voice displays information for the user's own mailbox and for any other mailboxes for which the user has been configured to receive message waiting indication 194. When using a programmed Visual Voice button, that button can be configured for a specific other user's or hunt group's mailbox. See Creating a Visual Voice Button 198.

It is supported on most Avaya telephones with multi-line displays (more than 2 lines) and programmable buttons. On telephones that have a display but do not support full visual voice operation, use of the buttons above will trigger normal spoken prompt voicemail access.

Access to visual voice can be provided in a number of ways:

- By default, access to visual voice is triggered by the telephone's **MESSAGES** button. This behaviour is controlled by the telephone system **System | Voicemail** option **Messages button goes to Visual Voice**.
- For phones without a Messages button and or when the above option is not enabled, a programmable button for the **Visual Voice** can be created. See Creating a Visual Voice Button 198.
    - T3 telephones can access visual voice via the menu selection **Menu | Settings | Voicemail Settings**. If a **Visual Voice** programmable button is used on these telephones it will only access the **Listen** functions.

Visual Voice Controls

The arrangement of options on the screen will vary depending on the telephone type and display size.

- **Listen**
  Access your own voicemail mailbox. When pressed the screen will show the number of **New**, **Old** and **Saved** messages. Select one of those options to start playback of messages in that category. Use the options below
    - **Listen**
      Play the message.
    - **Pause**
      Pause the message playback.
    - **Delete**
      Delete the message.
    - **Save**
      Mark the message as a saved message.
    - **Call**
      Call the message sender if a caller ID is available.
    - **Copy**
      Copy the message to another mailbox. When pressed as number of additional options are displayed.
- ***<NAME>***
  Visual voice access to other mailbox can be configured. That includes hunt group mailboxes 195 and other user mailboxes 194.
- **Message**
  Record and send a voicemail message to another mailbox or mailboxes.
- **Greeting**
  Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.
- **Email**
  This option is only shown if you have been configured with an e-mail address for voicemail e-mail usage in the IP Office configuration. Use this control to see and change the current voicemail e-mail mode being used for new messages received by your voicemail mailbox. Use **Change** to change the selected mode. Press **Done** when the required mode is displayed. Possible modes are:
- **Password**
  Change the voicemail mailbox password. To do this requires entry of the existing password.
- **Voicemail**
  Switch voicemail coverage on/off.

Using the Visual Voice Button for Voicemail Transfer

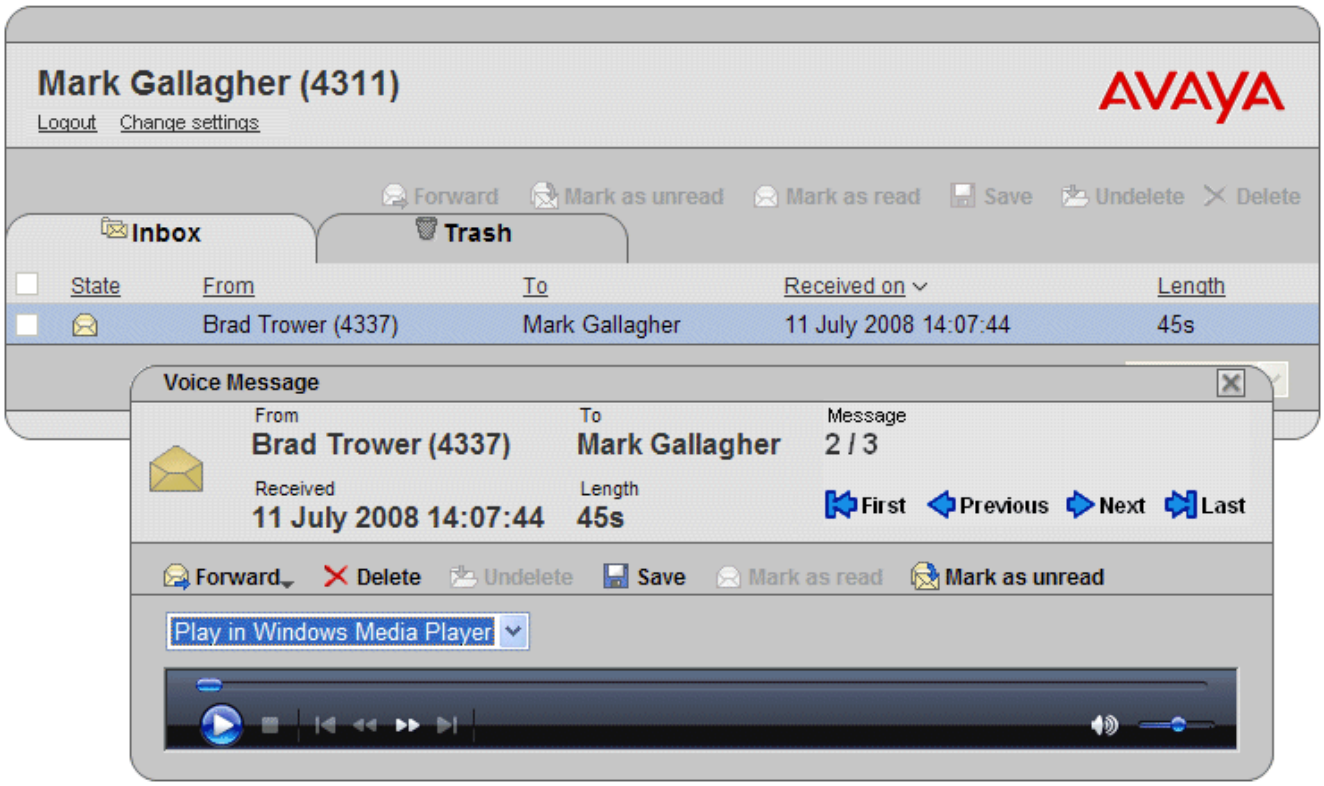
If you press the **MESSAGE** or **Visual Voice** button when you have a call connected, you can enter an extension number for direct voicemail transfer of the connected call. For **Visual Voice** buttons programmed for another user or hunt group's mailbox, the transfer is automatically made to that other user or hunt group mailbox.

8.4.6 UMS Web Voicemail

- ! These features are not supported on a Linux-based Voicemail Pro server.

The URL will be that of the Voicemail Pro server computer plus ***/voicemail***. This will display the web voicemail login page.

1. Logon using your user name and voicemail code as set on the IP Office system. The System Administrator can change these settings.
   - Note: This is the user name set in the IP Office and used by Voicemail Pro. It is not the full name that is shown on telephones and used by SoftConsole, if set.
2. Note that multiple failures to login correctly can cause your access to Web Voicemail to be locked for 1 hour. Web Voicemail access can be unlocked using the Voicemail Pro administration client (select **Users**, right click on the user marked as ***Account Locked*** in the Web Voicemail column, enter a new password for the user and click **OK**).



The interface shows the messages in your mailbox. Note that it is not updated in real time. To check if new messages have arrived in your mailbox since starting Web Voicemail, refresh the browser view using the browser controls. Similarly changes to the IP Office configuration such as new or deleted users and groups are not shown until you refresh the browser view.

The columns can be sorted by clicking on the column title. The currently selected sort column is shown by a **V** symbol next to it.

Message Types

The following icons are used for different types of messages:

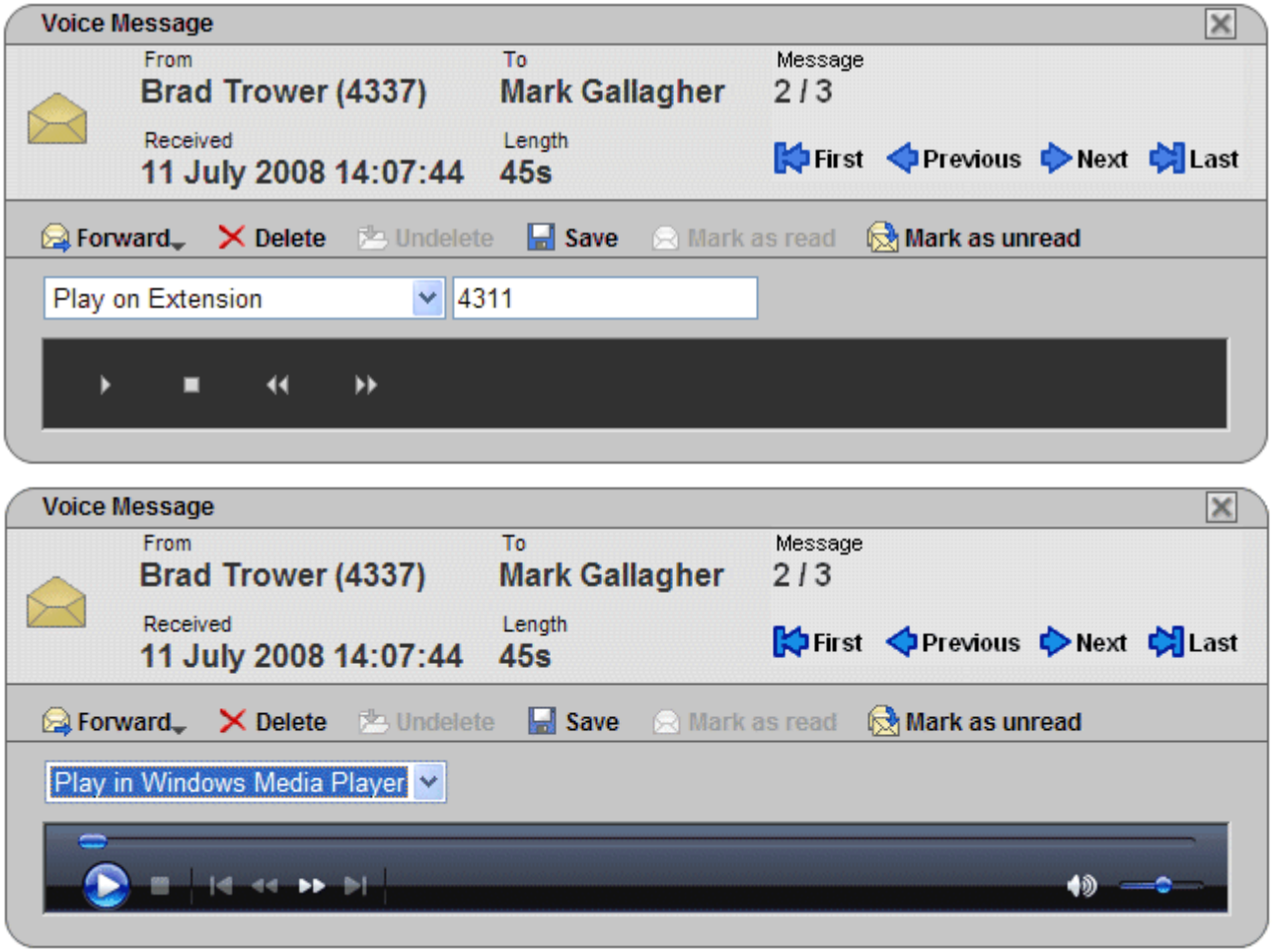
- **Unread message**
- **Read message**
  Note that by default a read message is permanently deleted from the mailbox after 30 days unless changed to a saved message.
- **Deleted message**
  Manually deleted messages are automatically moved to the **Trash** folder. Deleted messages remain visible for at least 24 hours after they were marked as deleted.
  - Deleted messages are not accessible through the voicemail spoken prompts interface or Visual Voice.
  - Deleted messages can be undeleted by marking them as saved, read or unread. They can then be moved back out of the Trash folder. Moving a deleted message out of the Trash folder automatically changes it to read.
- **Saved message**
  Setting a message as saved stops it being automatically deleted after a period of time.
- **Priority message**
  This icon is added the message icon to indicate that the caller has set the message as a priority message.

Controls

- **Select**
  Before performing many actions such as saving, deleting or forwarding, you can select the messages to which the action should be applied.
  - The select box at the top of the list of messages can be used to select/deselect all messages on the currently displayed page.
- **Save**
  Change the status of the selected messages to saved.
- **Mark as read**
  Change the status of the selected messages to read. Changing the status of a message will override its previous status including those marked as saved.
- **Mark as unread**
  Change the status of the selected messages to unread. Changing the status of a message will override its previous status including those marked as saved.
- **Forward**
  Forward a copy of the selected message to another mailbox. When clicked, the type of mailbox (user or hunt group) can be selected. You can select multiple target mailboxes from the list displayed. Though private messages are not indicated in the view, they cannot be forwarded.
- **Delete**
  Delete the selected messages. Manually deleted messages remain visible until the Voicemail Pro server next performs its mailbox housekeeping. See the deleted message description above.
- **Change password**
  Use this option to change your voicemail mailbox code.

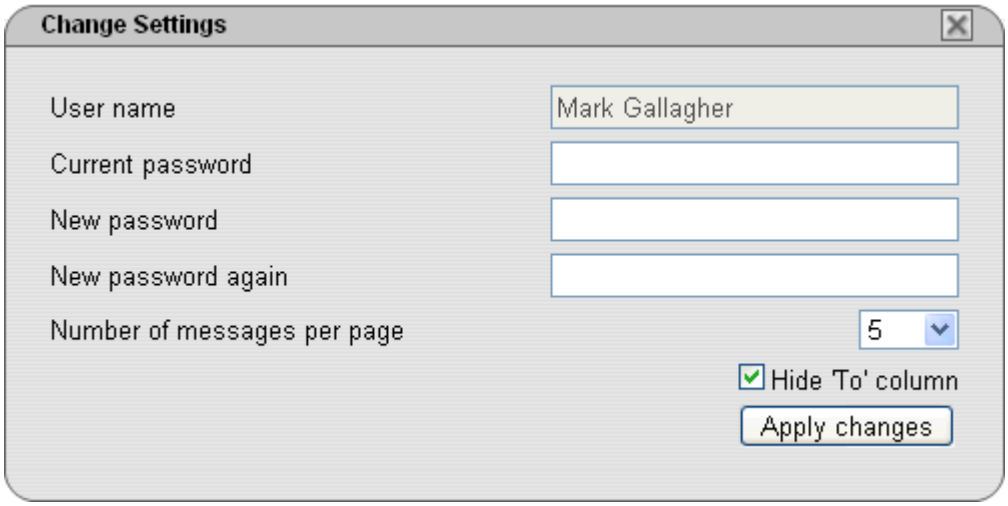
Playing Messages

To play a message just click on it. The message menu is displayed. The appearance of this will vary depending on whether you select playback via the default media player on your computer or through an extension on the telephone system.



Changing Settings

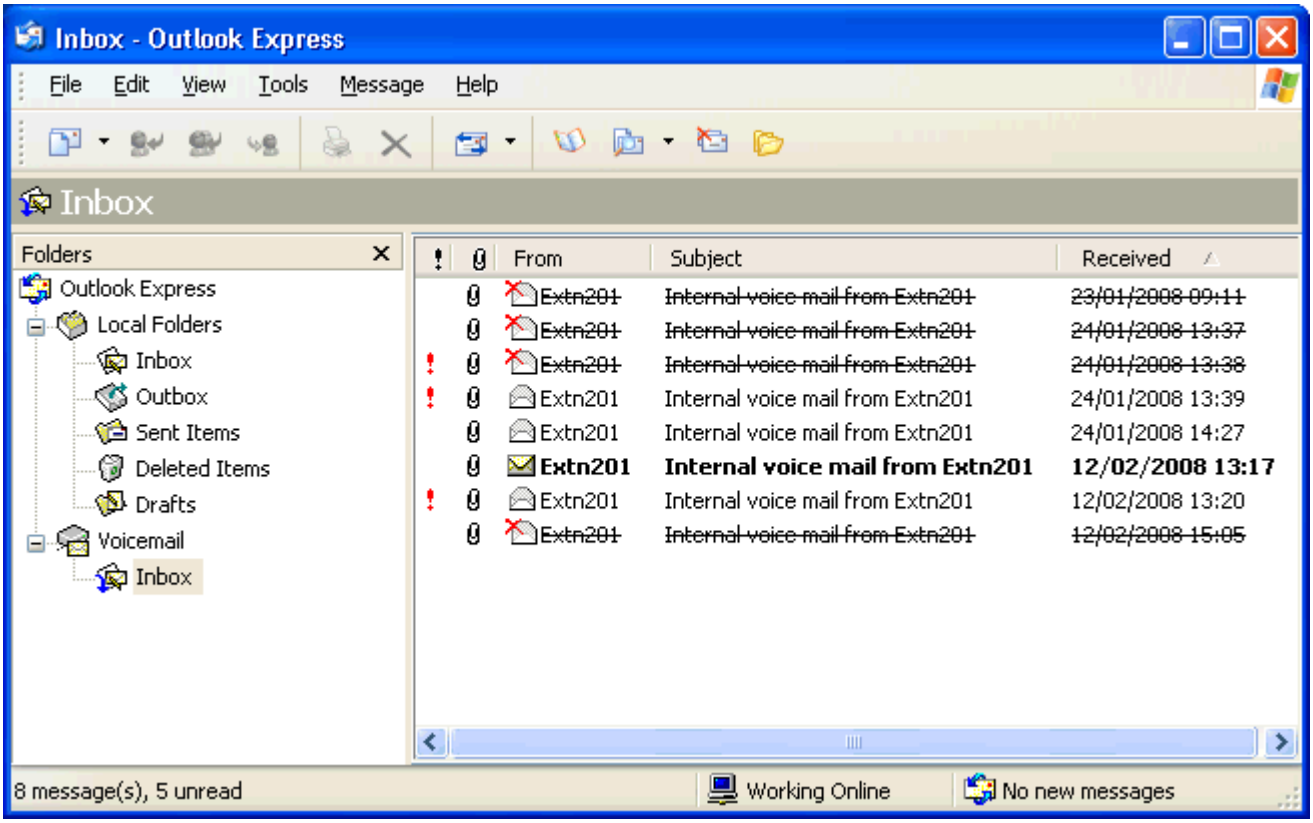
You can click on Change Settings to access a number of options to customize your UMS web voicemail.



8.4.7 UMS IMAP

Most e-mail clients that support IMAP display IMAP messages in a separate folder. The contents of that folder are synchronized when the folder is viewed.

Note that the types of icons used and whether different icons are supported for different message statuses depends on the e-mail client used. The notes below are for Outlook and Outlook Express.

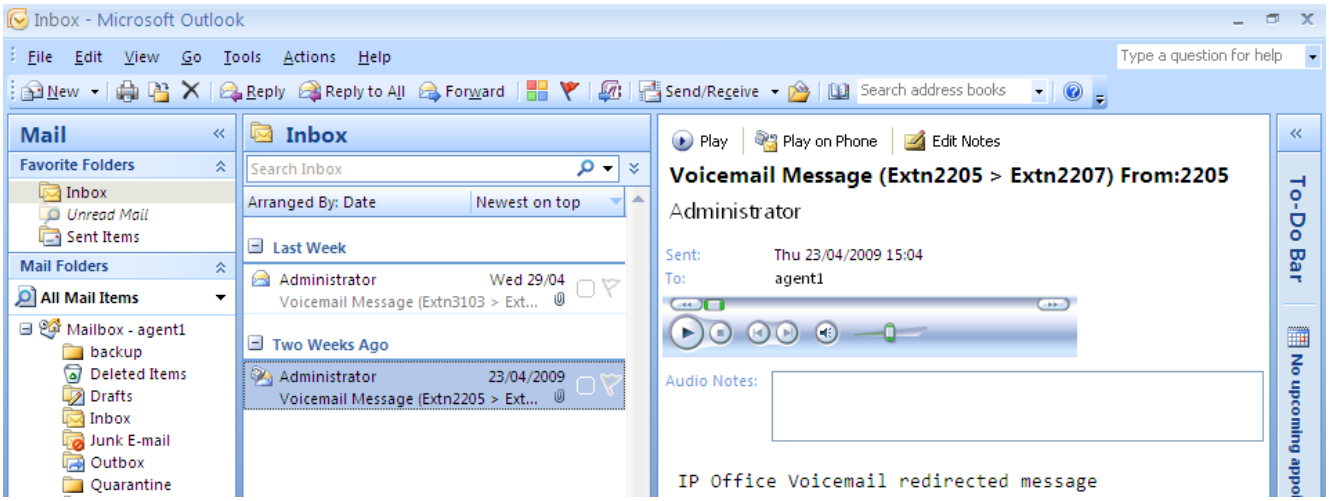


The following should be noted about the IMAP folder view:

- New messages are presented as a closed envelope.
- Read messages are presented as an open envelope.
- Priority messages are indicated as such.
- Private messages are not indicated as such. However the message may be indicated as confidential when opened.
- Saved messages are not indicated as such.
- Deleted messages are indicated as deleted but remain visible.
  - The Voicemail Pro server does not actually delete messages until at least 24 hours after it was marked as deleted.
  - Deleted messages are no longer accessible through the voicemail telephone prompts interface or Visual Voice.
  - Deleted messages can be undeleted. Those messages are then available through all the mailbox interfaces.
- Moving a message in the IMAP folder to another folder in the E-mail client will cause the e-mail to be copied to the new folder and the original message is shown as deleted in the IMAP folder.
- The Voicemail Pro housekeeping settings for automatic deletion of different message types (New, Read and Saved) are still applied.
- IMAP cannot be used to send or forward messages to other voicemail mailboxes.

8.4.8 UMS Exchange Integration

UMS can be configured to use a user's Exchange server email account as the user's voicemail message store rather than the voicemail server. The user can then see and playback messages through their email inbox.



- Mailbox access using the telephone, visual voice or one-X Portal for IP Office is done against voicemail messages in the e-mail account. Therefore some actions offered by the non-email interfaces cannot be used as they have no e-mail equivalents.
  - Messages stored in an e-mail account cannot be saved.
  - Undeleting messages using **8 from the telephone does not work for voicemail messages stored in Exchange.
- Access using UMS IMAP and UMS web voicemail is not supported.
- Messages are not subject to Voicemail Pro housekeeping.
- Only voicemail messages in the inbox are recognized. If a message is moved to another mailbox folder it is no longer visible to the voicemail system.
- Message waiting indication (MWI) is supported.
- **Note**
  When using an Exchange server as the message store for a user's voicemail messages, the Voicemail Pro server will deliver messages to the Exchange server on completion of the recording. However, the presentation to Outlook and back to the Voicemail Pro server for message waiting indication (MWI) and access via telephone is delayed by Exchange server processing. The delay is typically 1 or 2 minutes. The same delay also applies to changes in the message status that affect message waiting indication.

8.5 Hunt Group Voicemail

Hunt groups must first be set up in IP office. You can then use Voicemail Pro to configure the way in which voicemail works for a hunt group.

Voicemail Provides a number of services for hunt groups.

- **Announcements**
  If a caller is waiting to be answered, queuing or the hunt group is in out-of-hours mode, Voicemail Pro server can provide appropriate greetings to callers. These greetings can be changed through the normal mailbox controls. For details, mailbox users can refer *Avaya IP Office Mailbox User Guide* (15-601131) or *Avaya IP Office Intuity Mailbox Mode User Guide* (15-601130). See Out of Hours Operation 216 and Configuring Announcements 217.
  - Using Voicemail Pro, queued callers can customize the actions available to them as well as the greeting messages.
  - Voicemail Pro does not control the queuing of calls. Queuing is controlled by the IP Office switch that presents queued and still queued calls at the appropriate times and provides the queue position and ETA data.
- **Messaging**
  If voicemail for a hunt group is on (the IP Office default), calls to the hunt group are automatically routed to voicemail if all available extensions have been called for the number of seconds defined in the IP Office No Answer Time parameter. The default time setting is 15 seconds.
- **Message Waiting Indication**
  By default there is no indication on the handset when a hunt group mailbox contains messages and no direct access method to a hunt group mailbox.
  - For hunt group members to receive message indication, an appropriate **H** source number entry needs to be added. See Configuring Hunt Group Message Waiting Indication.

- For access by other users an access short code can be used. See Enabling Access to Hunt Group Voicemail with a Short Code 215.

8.5.1 Message Waiting Indication

By default no message waiting indication (MWI) is provided for hunt groups. If required indication can be enabled for specific users including users who do not belong to the hunt group. If the user is not a member of the hunt group, a voicemail code is also required. This is entered in the **Voicemail Code** field on the **Hunt Group > Voicemail** tab in the IP Office's configuration. Alternatively the user can be made a member of the group but have their membership set to disabled. This provides them access to the group mailbox without receiving group calls.

Depending on the type of telephone or IP Office application they are using, users who receive hunt group message waiting indication can choose any of the following methods to collect messages.

- **Visual Voicemail**
  If the user has visual voicemail on their phone, the name of the hunt group appears in the visual voice display along with the number of messages details.
- **one-X Portal for IP Office**
  If the one-X Portal for IP Office application is used, the group name and number of new messages is displayed in the **Messages** gadget. Use the Messages gadget to access the group mailbox.
- **Voicemail Ringback**
  If a user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. Ringback for personal messages takes place before any ringback for new group messages.

To configure hunt group message waiting indication:

1. Open IP Office Manager.
2. In the Navigation pane, click **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Click **Add**. In the **Source Number** field, enter **H** followed by the hunt group name. For example, to receive message waiting indication from a hunt group called Main, enter **HMain**.
5. Click **OK**.
6. Click to merge the configuration change back to the IP Office.

8.5.2 Configuring Group Broadcast

If the Broadcast option is enabled, a message for a hunt group is copied to the individual user mailboxes of each hunt group member. A call flow can be created that includes the Generic Action. See Generic Action 99. If messages need to be forwarded to the same group a Personal Distribution List could be created. See Personal Distribution Lists 230.

To configure Group Broadcast:

1. Open IP Office Manager.
2. In the Navigation pane, click **HuntGroup** and select the required group.
3. Click the **Voicemail** tab.

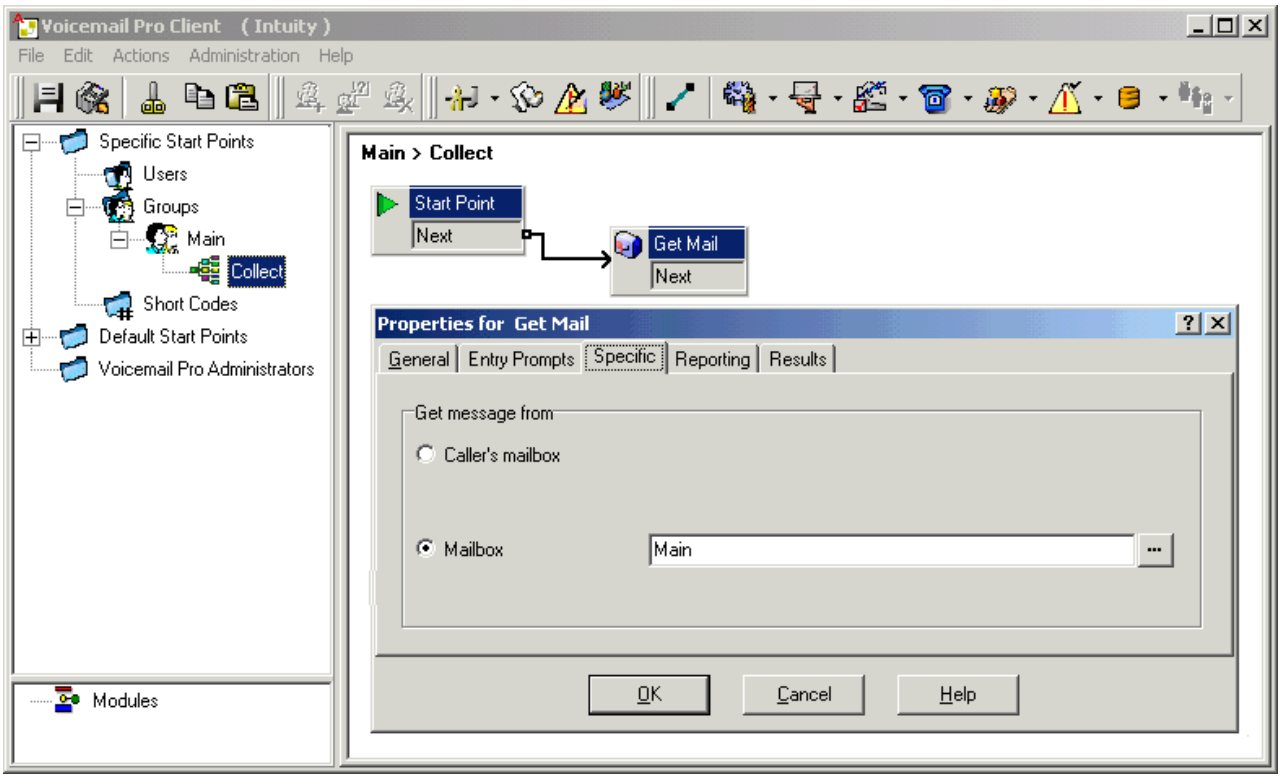
4. Check **Broadcast**.
5. Click **OK**.
6. Click to merge the configuration change back to the IP Office.

8.5.3 Using a Short Code to Collect Voicemail

To access messages for a hunt group, a short code can be created. For example, for a group called **Main** a short code can be added with the following properties.

Field	Contains...
Code	*99
Feature	Voicemail Collect
Telephone Number	"?Main"
Line Group Id	0

For systems running in Intuity mode, the above will work only if the user is a member of the group and a custom call flow has also been set up for the collect start point to that hunt group.



Members of the hunt group Main can now dial ***99** from their own extensions to access hunt group messages. In IP Office mode, to use this short code for access from an extension that is not a member of the hunt group, a voicemail code should be configured for the group.

8.5.4 Out of Hours Operation

Voicemail Provides a number of greetings for groups. One of these is an Out of Hours Greeting.

Through IP Office Manager or using a short code a hunt group can be taken in or out of service. When the group is Out of Service, callers are played the group's "Out of Hours" greeting and can then leave a message. Alternatively, if an Out of Service Fallback Group has been configured, callers are passed to that group.

Similarly, a group can be taken in or out of Night Service by using Manager, short codes or an associated time profile. When the group is in Night Service, callers are played the group's "Out of Hours" greeting and can then leave a message. Alternatively, if an Out of Hours Fallback Group has been configured, callers are passed to that group.

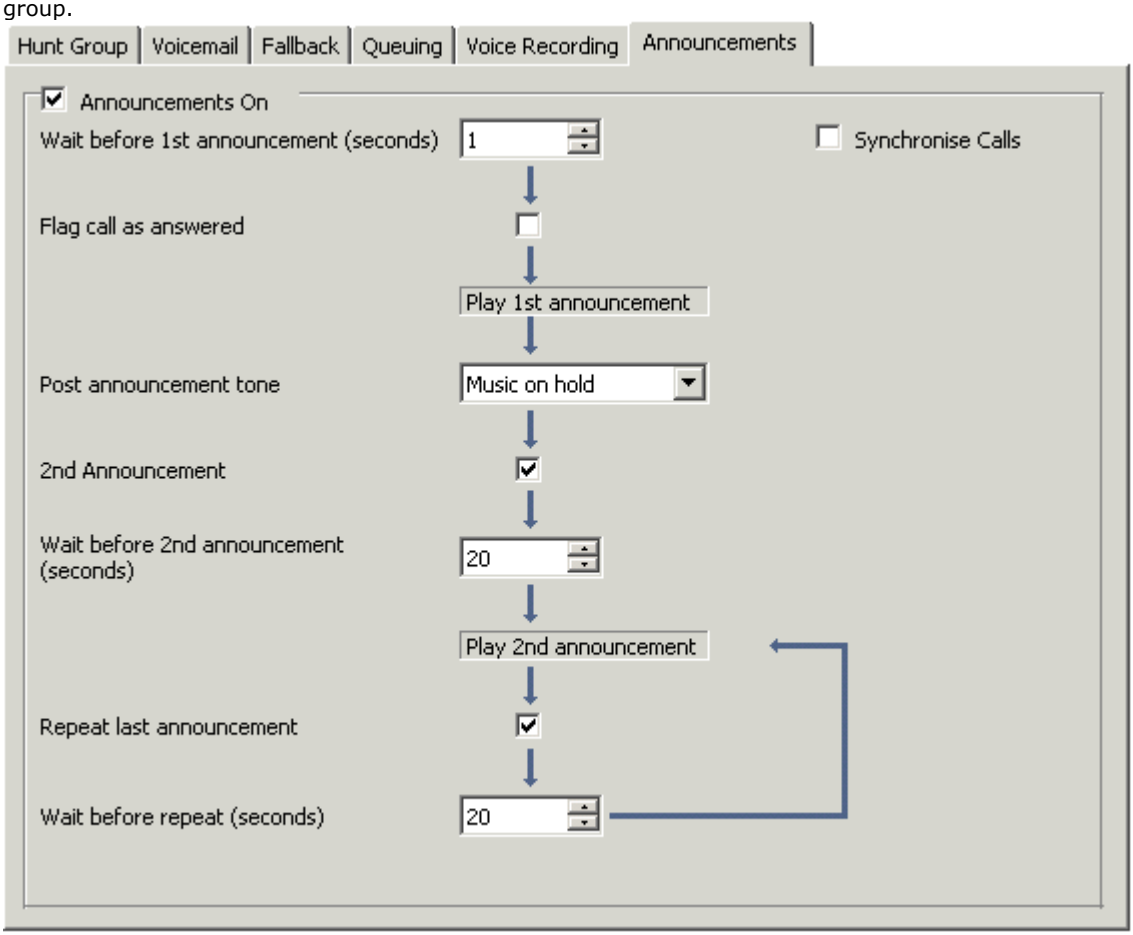
8.5.5 Configuring Announcements

When a caller is waiting to be answered or queuing, announcements can be played to the caller. The announcements are activated in IP Office Manager.

The standard announcement used is *"I am afraid all the operators are busy at the moment but please hold and you will be transferred when somebody becomes available*." This can be replaced by separate recordings for the 1st and 2nd announcements if required (see Recording the Announcements 218 below) or by custom call flows (see Customizing Announcements 219).

Enabling Announcements

1. Open IP Office Manager and receive the configuration from the IP Office system.
2. In the Navigation pane, click **HuntGroup** and select the hunt group.
3. View the **Announcements** tab.
4. Check **Announcements On**. Announcements will be played to a caller who is in a queued or waiting for the hunt group.



5. Select the amount of time for the caller to be queued or waiting before they hear the first announcement. The **Wait before 1st announcement (seconds)** default is 10.
6. Select the **Post announcement tone**. The options are ***Ringing***, ***Music on Hold*** or ***Silence***. The default selection is ***Music on hold***.
7. (Optional) Check **2nd announcement** to play another message to the caller.
8. (Optional) Select the amount of time between the first and second announcements. The default time is 20 seconds.
9. (Optional) If the second announcement is to be repeatedly played to the caller until their call is answered, check **Repeat last announcement**.
10. Click **OK** to save the changes.
11. Click to merge the configuration back to the IP Office.

Recording the Announcements

The standard announcement used is *"I am afraid all the operators are busy at the moment but please hold and you will be transferred when somebody becomes available*." This can be replaced in a number of ways, depending on the

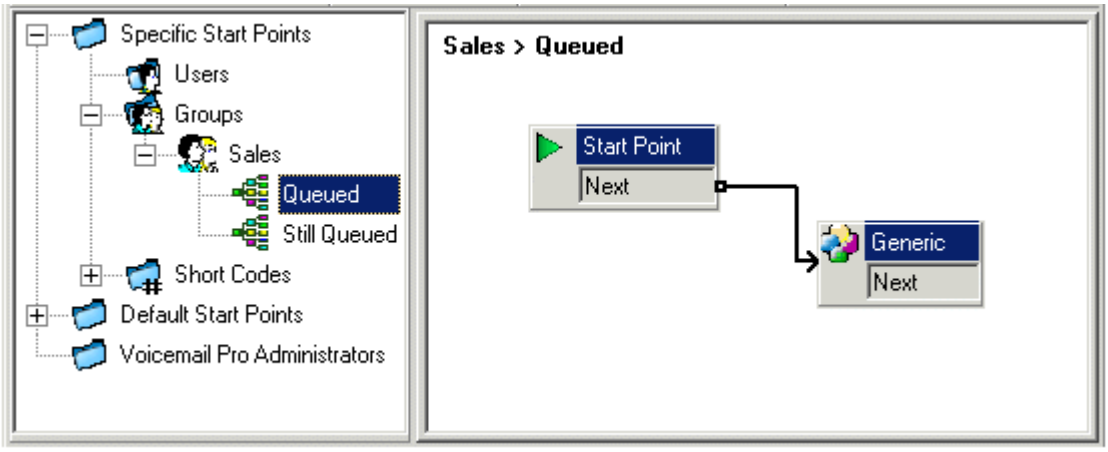
The maximum length for announcements is 10 minutes. New announcements can be recorded using the following methods:

- **Voicemail Pro - IP Office Mode**
  Access the hunt group mailbox and press **3**. Then press either **3** to record the 1st announcement for the hunt group or **4** to record the 2nd announcement for the hunt group.
- **Voicemail Pro - Intuity Emulation Mode**
  There is no default mechanism within the Intuity telephony user interface to record hunt group announcements. To provide one a custom call flow containing an Edit Play List 126 action should be used. In the file path enter ***[GREETING]\<hunt_group_name>_Queued*** or ***[GREETING]\<hunt_group_name>_StillQueued***. where ***<hunt_group_name>*** is replaced by the hunt group name.
  - **[GREETING]** is a variable that points to the current location of the Voicemail Pro servers greeting folder (by default ***c:\Program Files\Avaya\IP Office\Voicemail Pro\VM\Greetings***.

8.5.6 Customizing Announcements

The announcements and actions provided to a caller can be customized using the **Queued** and **Still Queued** start points.

- The **Queued** start point replaces the default Announcement 1.
- The **Still Queued** start point replaces the default Announcement 2.



It is important to note that unconnected results in **Queued** and **Still Queued** call flows will return the caller to the queue rather than disconnect them. An attempt to return the caller using a Transfer or similar action places the caller at the back of the queue as a new call.

- Do not use customized start point call flows for **Queued** and **Still Queued** if the **Synchronize Calls** option is enabled for the hunt group in the IP Office configuration. In such a case, the only option that Voicemail Pro supports is the playing of prompts.

To customize announcement 1 for a specific group:

1. In the **Start Points Navigation** pane, select **Groups**. If necessary add a Queued start point 75 for the required group.
2. Select the group's **Queued** start point.
3. Add the required actions to the call flow and link them. To just play a message use a **Generic** action.
   - Do not use customized start point call flows for **Queued** and **Still Queued** if the **Synchronize Calls** option is enabled for the hunt group in the IP Office configuration. In such a case, the only option that Voicemail Pro supports is the playing of prompts.
4. Double on the actions added and on the **Entry Prompts** tab add the prompts required using the Wave Editor 93.
5. Click **OK** to save the changes.
6. Click **Save and make live**.
7. Any caller queuing for the selected group will hear the new announcement when they first join the queue.

To customize announcement 2 for a specific group:

1. As above but use the **Still Queued** start point.

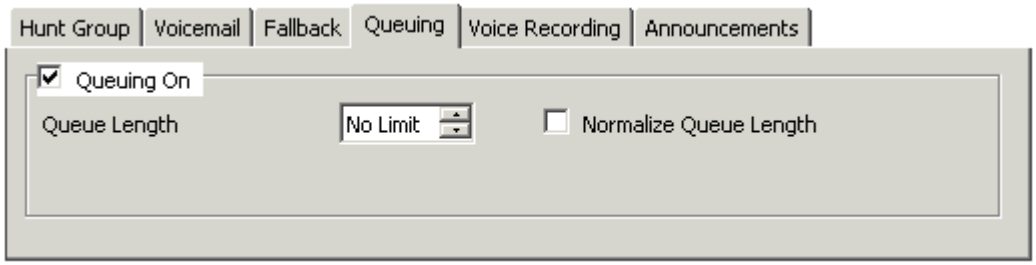
8.5.7 Hunt Group Queuing

If hunt group queuing options are enabled, a call will be held in a queue when **all** available extensions in the hunt group are busy. Using Voicemail Pro you can define custom actions and prompts for the queuing sequence.

- The Still Queued message is not played if the hunt group name exceeds 13 characters.

To configure queuing for a hunt group:

1. Open IP Office Manager.
2. In the Navigation pane, click **HuntGroup** and select the hunt group.
3. View the **Queuing** tab.



- **Queuing On :** *Default = On*
  If selected, queuing will be available for the hunt group.
- **Queue Length:** *Default = No Limit*
  This feature sets the number of calls that will be held in the queue at any one time. If this number is exceeded the caller will receive the busy tone or be passed to voicemail.
- **Normalize Queue Length:** *Default = Blank*
  This facility selects whether to include calls that are ringing but not answered in the queue length.

When queuing is selected, announcements can be played to the queued caller. See Configuring Queue Announcements 217.

8.5.8 Customizing a Hunt Group Call Flow

Using Voicemail Pro, you can customize the queuing operation through the use of **Queued** and **Still Queued** start points, either specific to a particular hunt group or default for all groups.

The **Queue ETA** and **Queue Position** actions can be used to provide callers with queue information and then place them back in the queue. Within a **Queue** or **Still Queued** start points call flow, the default action for any unlinked results is to place the caller back in to the queue rather than disconnect the caller.

- **Incoming Call Route 'Priority'**
  The IP Office supports a configurable Priority setting (1, 2 or 3) on Incoming Call Routes. Calls assigned a high priority are moved up any call queue ahead of those with a lower priority. The use of this feature is not compatible with **Queue ETA** and **Queue Position** messages as the spoken queue positions and ETA for some callers may be overridden by calls with a higher priority. For example, a caller might hear that their queue position is 5. If a call is received on an Incoming Call Route with a higher priority, the next time the queue position is heard their queue position could be 6, further back in the queue.
- **Synchronized Announcements**
  If the option **Synchronize Calls** is enabled for the hunt group announcements within the IP Office configuration, actions other than speaking recorded prompts are not supported in custom Queued and Still Queued start points.

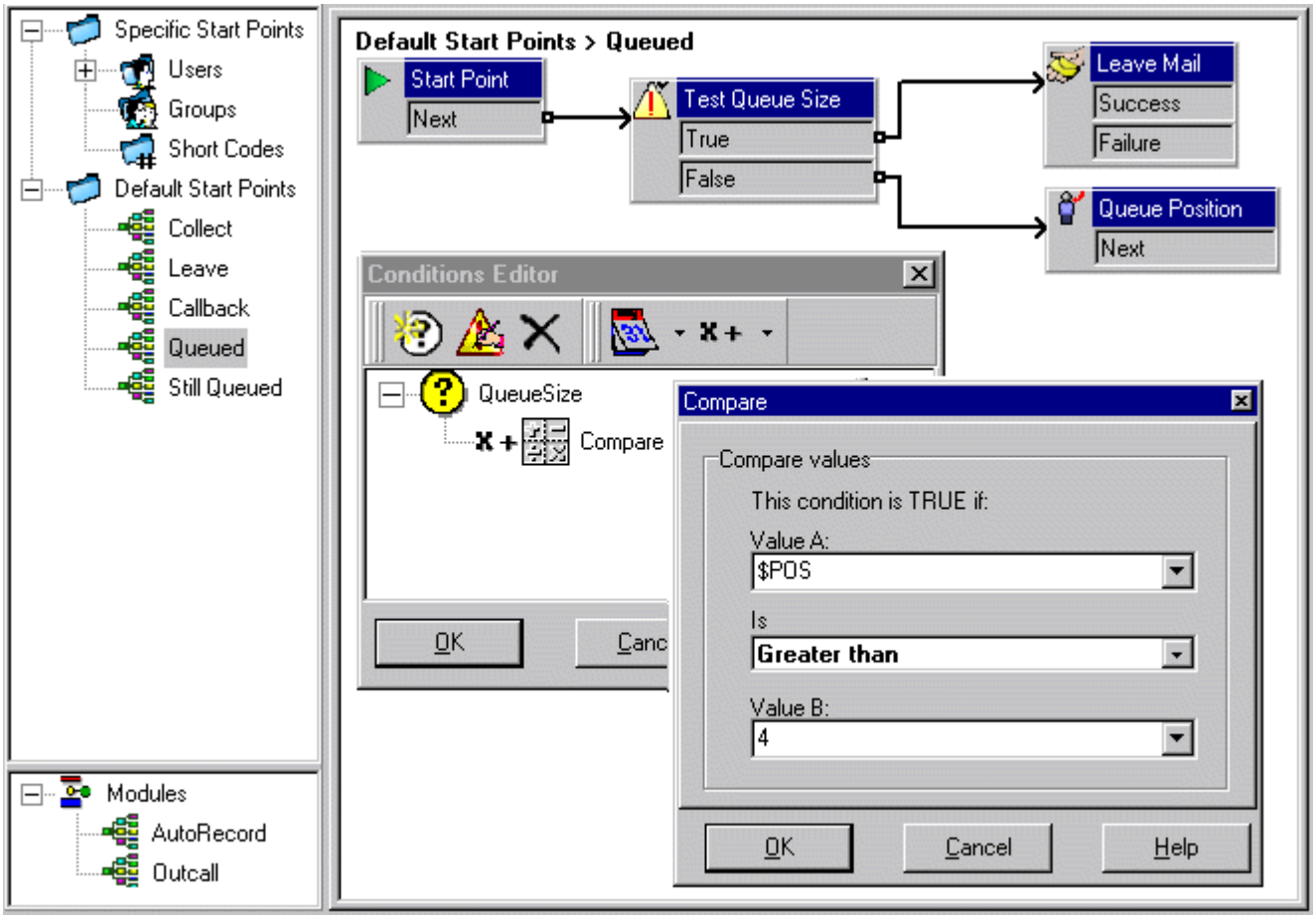
Further customization can be applied using actions such as a **Menu** action to let the caller select, for example, to leave a message, be transferred to another number or return to the queue.

The Voicemail Pro variables, **$QTIM, and $POS** 80, can be used to further customize the **Queued** and **Still Queued** call flows. The importance of these variables is that, instead of or in addition to customizing the queue call flow for all queued callers, you can customize the actions for callers whose ETA or position match selected criteria.

- **$QTIM: Queued Callers Estimated Time to Answer**
  If used in a prompt list, will speak the callers' estimated time to answer (ETA). For example, *"Your estimated time to answer is 5 minutes."* If used elsewhere, such as in a condition, returns the ETA in minutes as a simple numeric value.
- **$POS: Queued Callers Queue Position**
  If used in a prompt list, will speak the caller's queue position, for example, *"You are in queue position 2."* If used elsewhere, such as in a condition, returns the caller's queue position as a numeric value.
- **$TimeQueued**
  Holds the length of time, in seconds, that the call has been part of a particular hunt group queue. Only available when using Queued and Still Queued start points.
- **$TimeSystem**
  Holds the length of time, in seconds, since the call was presented to the IP Office system. Only available when using Queued and Still Queued start points.

Example Call Flow

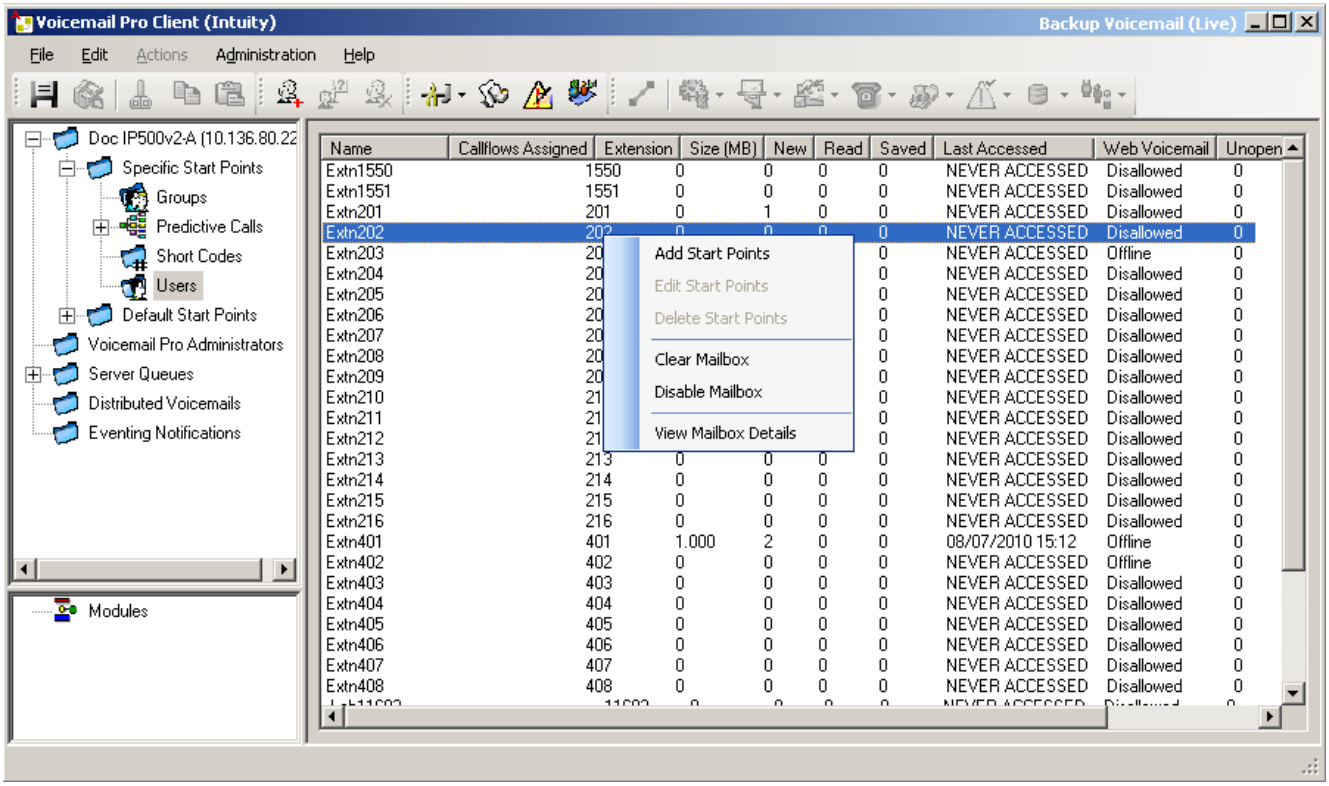
The screen below shows an example of a queued call flow that uses a condition to test the value of the call variable **$POS** for the queued caller.



- A condition QueueSize was created. The Compare element added to the condition tests whether the value of $POS is greater than 4.
- In the call flow:
  - When the caller is in queue positions 1 to 4, the value the condition is false. The caller is passed to a **Queue Position** action and hear their queue position before returning to the queue.
  - When the caller is in queue position 5, the value of the condition is true. The caller is asked to leave a message.

8.6 Mailbox Management

When you click on **Users** or **Groups** in the left-hand navigation pane, the right-hand pane displays information about the user or group mailboxes.



The information can be sorted by clicking on the column headers. The information available is:

- **Name**
  The user or group name used for the mailbox creation.
- **Callflows Assigned**
  The customized call flows created for the mailbox.
- **Extension**
  The associated extension number for the mailbox.
- **Size (MB)**
  The current size for the mailbox messages, recordings and prompts. The maximum size for a mailbox is 60 MB.
- **New**
  The number of new messages in the mailbox.
- **Read**
  The number of read messages in the mailbox.
- **Saved**
  The number of messages marked as saved in the mailbox.
- **Last Accessed**
  The date and time the mailbox was last accessed.
- **Web Voicemail**
  Whether the mailbox is accessible via UMS Web Voicemail and whether it is currently being accessed.
- **Unopened**
  The number of messages in the mailbox that have never been opened. This is different from new as messages can be changed from being read or saved to being marked as new.
- **Exchange Messages**
  Whether the mailbox is configured to forward messages to an exchange server e-mail account.

If you right-click a mailbox, a list of options is available:

- **Add Start Points / Edit Start Points / Delete Start Points**
  If the mailbox has any customized call flow start points setup, they are listed in the **Callflows Assigned** column. Use these options to add additional start points. A list of start point types is displayed which you can then select or deselect. Selecting an option will create a matching start point for the mailbox. Deselecting an option will delete the matching start point and any content.

- **Clear Mailbox**
  This option will reset the mailbox. All existing messages and recordings are deleted and any prompts such as the user name and greeting prompts. The mailbox password is not reset. This action is not applied to messages for users using an Exchange server as their message store.
- **Disable Mailbox**
  This option will stop the use of mailbox to receive messages. This includes the forwarding of messages to the mailbox and manual or automatic recording placing recordings into the mailbox. If you select this option, also disable the **Voicemail On** setting within the IP Office configuration to prevent IP Office from using the mailbox. This option does not affect any existing messages in the mailbox. Disabled mailboxes are listed as ***DISABLED*** in the **Last Accessed** column. See Disabling a Mailbox 226.
- **View Mailbox Details**
  This option is available for user mailboxes. Use this option to view and edit various user mailbox settings including the user's alternate numbers, outcalling settings and personal distribution lists.

8.6.1 Disabling a Mailbox

By default, Voicemail Pro automatically creates a voicemail mailbox for each user and hunt group in the IP Office configuration. It is also defaulted to use voicemail to record a message if a user or hunt group call is not answered.

There are a number of ways that use of voicemail to record messages can be disabled if it is not required for a particular user or hunt group. These are:

- **Disabling IP Office Using a Mailbox for Unanswered Calls**
  Within the IP Office configuration, each user and hunt group has a **Voicemail On** setting. When enabled, IP Office will use voicemail to record a message if a call is not answered. Disabling this option stops the IP Office from using the mailbox to record messages for unanswered calls, instead calls continue ringing. Other voicemail users can still manually forward callers and messages to the mailbox.
  - IP Office users can change their Voicemail On settings themselves by dialing short codes (*18 for on, *19 for off) or through one-X Portal for IP Office.
- **Intuity Accept Call Answer**
  If the Voicemail Pro server is set to Intuity mode, users can set their mailbox to no longer accept calls using the Accept call answer setting (select 5, 7, 1 after logging into the mailbox). Callers directed to the mailbox by IP Office hear *"Sorry, the mailbox you have reached is no accepting messages at this time. Please disconnect"*.
- **Customized Leave Mail**
  A customized call flow can be setup for a user or group's **Leave** start point (or all users and groups using the **Default Start Points**). That call flow can direct redirect messages to another mailbox or a range of other actions. The **Collect** start point can also be customized.
- **Voicemail Server Disable Mailbox**
  All operation and usage of a mailbox can be disabled on the Voicemail Pro server, see below.

To disable a mailbox:

1. Click on **Users** in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it.
3. Select **Disable Mailbox**.
   - Alternatively select **Mailbox Administration** and on the **Account** tab, select or deselect the **Enable** option to enable or disable the mailbox.

8.6.2 Clearing a Mailbox

Clearing a mailbox removes all messages, recordings, prompts and greetings. Note that messages are not cleared for users using Outlook 2007 as their message store.

To clear a mailbox:

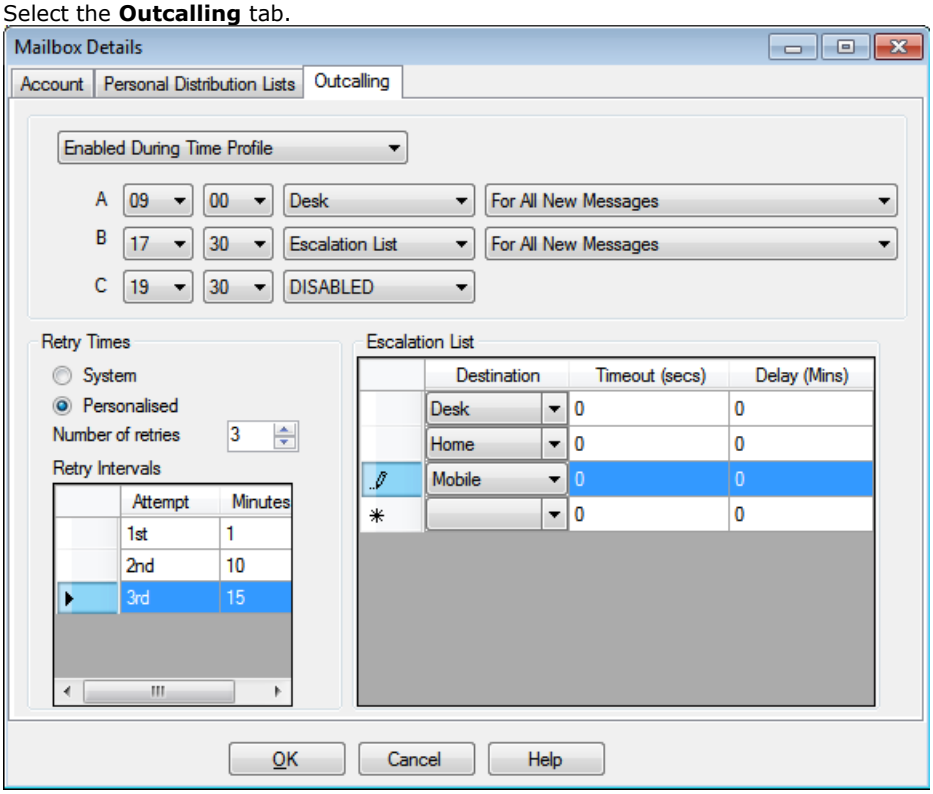
1. Click on **Users** in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it.
3. Select the **Clear Mailbox** option.

8.6.3 Mailbox Outcalling Settings

These options are greyed-out and outcalling disabled is outcalling is not allowed. See Outcalling.

To configure a users outcalling settings:

1. Click **Users** in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it. Select **View Mailbox Details**.
3. Select the **Outcalling** tab.



- The top drop-down is used to select the type of outcalling and the destination for outcalling. For each, the outcalling destination and the type of message for which outcalling should be used can be selected.
  - **Disabled**
    Switch off outcalling for the user.
  - **Enabled Always**
  - **Enabled During Time Profile**
    Use this option to specify a user specific time profile for outcalling.
  - **Enabled During Peak Time**
    Use outcalling during the peak time period defined on the Voicemail Pro server.
  - **Enabled During Prime Time**
    Use outcalling during the prime time 228 period defined on the Voicemail Pro server.
- **Retry Times**
  - **System**
    Use the default retry settings configured on the Voicemail Pro server.
  - **Personalized**
    Use the options below to configure user specific retry settings.
    - **Number of Retries**
      Up to 10 retries can be specified.
    - **Retry Intervals**
      These values set the interval between one notification attempt and the next (not including the actual outcalling ringing time for the outcalling destination). The first 5 retries can be given varying intervals between 0 and 60 minutes. To change a value click on it and enter the new value. When more than 5 retries are selected, the default value is used for all retries after the fifth retry.

- **Escalation List**
  An escalation list can be used as the destination for an outcalling attempt. The list can contain up to 9 entries selected from the user's account settings. The same number can be used more than once if required. For each number in the list you can set how long it should be rung and also the delay before trying the next number in the escalation list. If multiple retries have been configured, the full escalation list must be completed before the next retry begins.

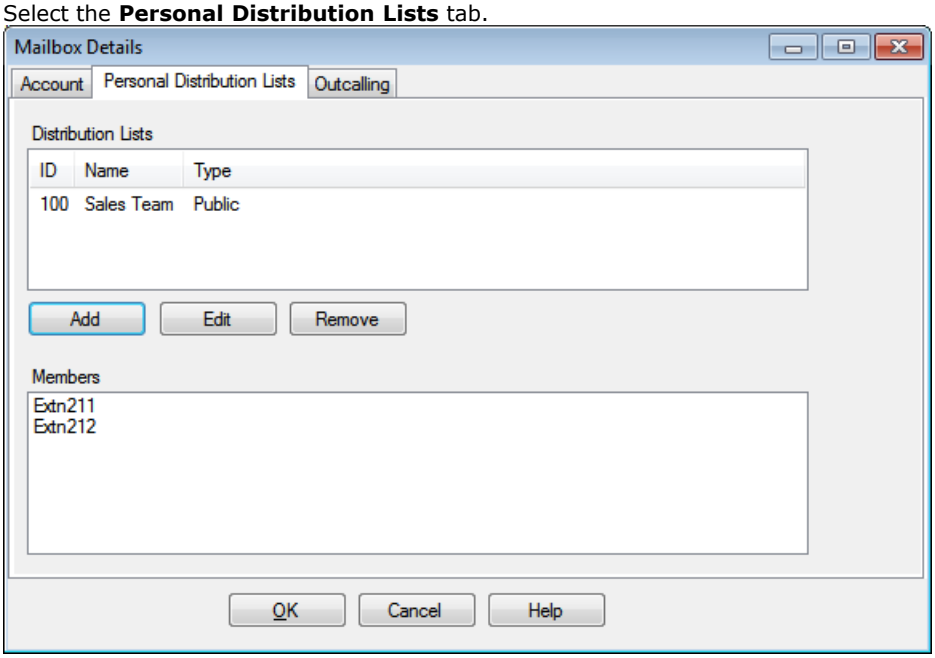
8.6.4 Personal Distribution Lists

Intuity mode mailbox users can user personal distribution lists as the destination for voicemail messages they are sending or forwarding to other mailbox user. This saves them having to enter the individual mailbox numbers each time. Users can configure their distribution lists through the mailbox's telephone user menus. Using Voicemail Pro you can view and edit each user's distribution lists.

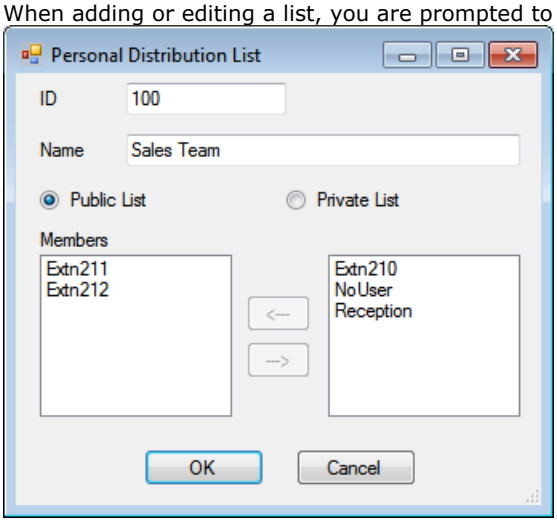
Each user mailbox can have up to 20 distribution lists. Each list can contain up to 360 mailboxes and can be set as either public or private. Private lists can be used only by the mailbox user. Public lists can be used by other mailbox users when they forward a message. However, public lists cannot be modified by other users.

To configure a user's distribution lists:

1. Click on Users in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it. Select the option **Mailbox Administration**.
3. Select the **Personal Distribution Lists** tab.



4. To show the mailboxes in an existing list click on the list. The existing members are shown in the bottom panel.
5. When adding or editing a list, you are prompted to specify the list name, type and members.



8.7 Remote Voicemail Notification

A user can be set up to receive notification of new voicemail messages when they are away from their main extension. There are two ways that notification can be implemented.

- **Voicemail Callback** 232
  A service whereby the Voicemail Pro calls a specified number whenever the user receives a new voicemail message. Callback requires a callback start point to be created in Voicemail Pro and a callback number entered in IP Office Manager.
- **Voicemail Outcalling** 234
  A service where voicemail notification can be configured to specific external numbers and the notification escalated if the message is not listened to. Outcalling can be configured by any user of voicemail in Intuity mode.

Note

- Both the Callback and Outcalling features are separate from voicemail ringback. Ringback alerts the user's own extension while callback and outcalling can be used to provide voicemail notification to an external location, for example a mobile telephone or pager.

Channel Restrictions

- The Voicemail Pro server has restrictions on the number of channels it can use for different types of outgoing calls that it can make. These limits are separate for each of the call types. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by **Voicemail Channel Reservation** settings.
  - Outcalling can use up to 5 channels at any time.
  - Conference center invitation calls can use up to 5 channels at any time.
  - Callback calls can use up to 2 channels at any time.
  - Alarm calls can use up to 2 channels at any time.

8.7.1 Callback

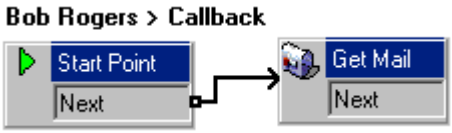
Voicemail callback is a service whereby the Voicemail Pro calls a specified number whenever the user receives a new voicemail message. When the callback is answered, the system announces the outbound alert and waits for a key press for confirmation before continuing with the associated call flow.

This service requires configuration of a callback start point in Voicemail Pro and entry of a callback number through IP Office Manager. See Using a Personal Options Menu Action 233.

The call flow created below is a very simple example. In practice you could include a menu that provides the user access to other features. For example using access to a Personal Options Menu action, the user can remotely change various mailbox settings including the callback number.

Channel Restrictions

- The Voicemail Pro server has restrictions on the number of channels it can use for different types of outgoing calls that it can make. These limits are separate for each of the call types. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by **Voicemail Channel Reservation** settings.
  - Outcalling can use up to 5 channels at any time.
  - Conference center invitation calls can use up to 5 channels at any time.
  - Callback calls can use up to 2 channels at any time.
  - Alarm calls can use up to 2 channels at any time.



To set up the callback:

1. Under **Specific Start Points**, right-click **Users** and select **Add**.
2. In the **Name** field, enter the user's mailbox name. Select the **Callback** entry point and select **OK**.
3. Within select **Callback**.
4. Add a **Get Mail** action and under the **Specific** tab, in **Mailbox** enter the user's name again or extension number.

   · **Important**

   Record an entry prompt for the first action in the callback call flow. Experience with connection to some cell phone systems has revealed that this entry prompt may need to be up to 20 seconds in length.

5. Connect the **Start Point** and the **Get Mail** action.
6. Click **Save and Make Live** and select **Yes**.

The Default Callback Start Point
In the example above a callback call flow was created for an individual user. The **Default Callback** start point can be used to create a default callback call flow for all users.

If the Default Callback start point is used, it must be designed so that users have to indicate which mailbox they are accessing. In the simple call flow used above, this can be done by entering **?** in the **Mailbox** field of the **Get Mail** action.

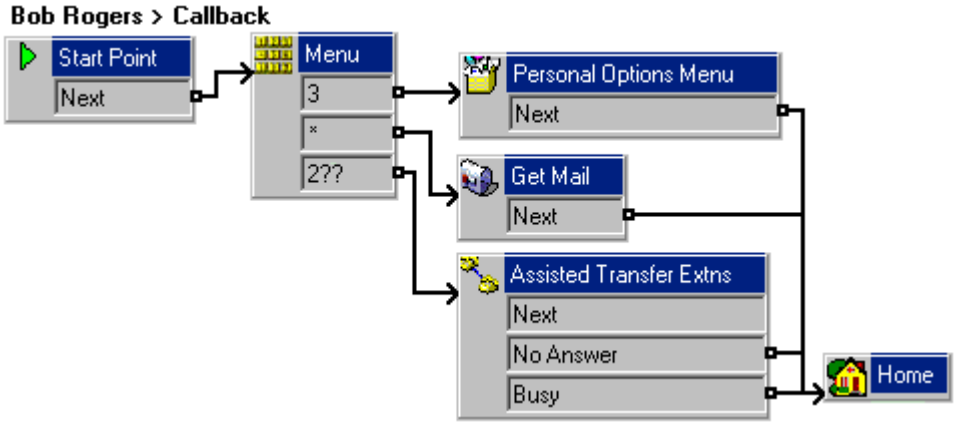
The callback number is initially set through IP Office Manager.

To set the user's callback number:

1. In IP Office Manager, open the system's configuration.
2. Click **User** to display a list of existing users.
3. Double-click the user for whom callback is being set up.
4. Select the **Voicemail** tab.
   - In **Voicemail Code**, enter a pin code and confirm this in **Confirm Voicemail Code**.
5. Select the **Source Numbers** tab. Right-click and select add to add a new number.
   - **Callback Number**
     Enter ***P*** followed by the destination telephone number. If you system requires an external dialing then that prefix must be included, for example ***P901923555456***. If connecting to a cell phone or pager system that expects digits in separate sets, use , (comma) characters to add pauses to the telephone number dialing.
   - **Trusted Source**
     If calls from the callback number include ICLID, you can set that number as a trusted source. In that case no request for the user's voicemail code is made following the callback. Enter V followed by the CLI displayed on calls from the callback number, for example ***V01923555456***.
6. Click **OK**.
7. Click to send the configuration back to the IP Office. If the only changes made were to user settings, select **Merge Config**.

8.7.1.1 Using a Personal Options Menu Action

The callback call flow below is more advanced than the previous example. The user can check messages, transfer themselves to another extension and to alter several aspects of their mailbox configuration.



Of main interest to a callback user is the **Personal Options Menu** action. Using this action, the remote users can alter their extensions forwarding and voicemail operation. The callers can use Option 9 in the menu played to them to change the callback number. To exit a **Get Mail** or **Personal Options Menu** action and follow the call flow to the next action, the user should press 0 (not supported for **Get Mail** in Intuity mode).

8.7.2 Outcalling

Using the Outcalling feature of Voicemail Pro running in the Intuity mode, you can configure Voicemail Pro to send notifications to a user when new messages are received in the user mailbox. When a new message is delivered to a user mailbox, Voicemail Pro calls at the phone number configured by the user and plays the prompt *"<User name>, you have new messages. To access your messages, please enter your extension number and press hash. To avoid further notification of these messages, press *#"*. If the user takes an action that is different from the prompted action, Voicemail Pro processes the outcalling notification attempt as unanswered.

Channel Restrictions

- The Voicemail Pro server has restrictions on the number of channels it can use for different types of outgoing calls that it can make. These limits are separate for each of the call types. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by **Voicemail Channel Reservation** settings.
  - Outcalling can use up to 5 channels at any time.
  - Conference center invitation calls can use up to 5 channels at any time.
  - Callback calls can use up to 2 channels at any time.
  - Alarm calls can use up to 2 channels at any time.

Retries

If an outcalling notification attempt is not answered, the Voicemail Pro server can make another attempt. The number of retries, up to 10, and the delay after a failed notification attempt can use either system default or the users own defined settings.

Destinations

The mailbox user can define up to 5 destination numbers to be used with outcalling. The destinations must include any external dialing prefixes required for the IP Office system. For each destination a ring time can also be defined (default 15 seconds) after which the Voicemail Pro server disconnects the call.

- **Desk.**
- **Home.**
- **Mobile.**
- **Delegate** (called **Secretary** in some locales).
- **Other.**

Escalation List

The user can choose to use an escalation list, which combines several of their destinations into a sequence that will be tried as part of a single outcalling notification attempt. Up to 9 destinations can be included in the list and the same destination can be used more than once. Use of the escalation list counts as a single outcalling notification attempt.

Configuration Methods

- **System Settings**
  The voicemail server can be configured with a set of default times for when outcalling is used, the number of retries for outcalling notification and the interval after a failed notification attempt before the next retry. This is done through the system preferences using the Voicemail Pro client 186 or web management 292. In addition, through the IP Office system, the system-wide use of outcalling can be enabled or disabled 235.
- **User Mailbox Settings 228**
  Mailbox owners can configure their outcalling options using their telephone, for example, entering the destination telephone numbers. Details on how to configure outcalling for individuals can be found in *Avaya IP Office Intuity Mailbox Mode User Guide*. The individual user mailbox settings can also be viewed and edited usign the Voicemail Pro client, see Mailbox Outcalling Settings 228.

8.7.2.1 Enabling/Allowing Outcalling

The use of outcalling can be disabled system-wide. When done, access to the system and user outcalling settings is hidden and the system no longer uses any outcalling for calls.

To enable/disable outcalling:

1. Use IP Office Manager to receive the configuration of the IP Office system.
2. Select **System** and then select the **Voicemail** tab.
3. The **Outcalling Control** option is used to configure whether outcalling is allowed and outcalling options are configurable.
4. Click **OK**.
5. Click the icon to save any changes back to the IP Office system.

Chapter 9. Administration

9. Administration

9.1 Routing Calls to Voicemail

There are different methods by which callers can be transferred to voicemail. The transfer can be used to route the caller to a specific mailbox to leave or collect messages or to a particular Voicemail Pro start point.

The sections that follow describe the use of Voicemail Collect short codes and VM: paths as telephone numbers. These can then be applied to dialing and DSS keys SoftConsole.

An example Voicemail Pro module is included which the transferred caller can use to select the extension to which they want to talk or leave a message.

- **VM: versus Short Codes?**
  The VM: method is easier to deploy. For IP Office applications such as SoftConsole, it can be used without the need to access and change the IP Office configuration using IP Office Manager. However, the disadvantage is that **VM:** cannot be dialed from a physical telephone. Short codes have the advantage that they can be dialed at an extension once set up through IP Office Manager.

9.1.1 Routing Calls to Voicemail

If a user has voicemail switched on, calls will be automatically routed to voicemail if either:

1. The extension is busy and call waiting has not been enabled.
2. The user has do not disturb set or the extension is not answered within the No Answer Time as set in IP Office Manager program (default 15 seconds).

The caller hears the standard greeting message '*Your call is being answered by IP Office. <Name> is not available. To leave a message, wait for the tone,*'. Users can record their own greeting messages, if required.

When new messages are received, the user's telephone call display or the one-X Portal for IP Office application is updated to show the number of new messages waiting.

If Voicemail Ringback is enabled, the Voicemail Server calls the user's extension to deliver new messages when the user next uses the telephone.

All messages are stored until they have been listened to and are then automatically deleted after a set time period. The default time period for IP Office mode is 36 hours. In IP Office mode users can designate a message as saved so that it is not automatic deleted.

A mailbox owner can turn voicemail and voicemail ringback on or off using the one-X Portal for IP Office application. The default short codes can also be used. The default short codes are:

- ***18** - To turn voicemail on.
- ***19** - To turn voicemail off.
- ***48** - To turn voicemail ring back on.
- ***49** - To turn voicemail ring back off.

9.1.2 Forward Unconditional to Voicemail

For IP Office Release 5.0 and later, the option **To Voicemail** is available for **Forward unconditional** on the **User | Forwarding** tab within the IP Office configuration. When selected, the Forward Number set for Forward Unconditional is overridden and calls are sent direct to the user's mailbox.

The option **Forward Hunt Group** calls is also overridden if **To Voicemail** is selected.

9.1.3 Transferring Calls to Voicemail

The facility to transfer a call directly to a user's voicemail is available using the SoftConsole application. For users who are not using these applications, you can create a short code for them.

For example:

Field	Setting
Code	*201
Feature	Voicemail Collect
Telephone Number	"#Extn201"
Line Group Id	0

When creating short codes for use with voicemail, the ? indicates "collect voicemail" and the # indicates "deposit voicemail". The telephone number entry must also be enclosed by quotation marks as shown in the example.

9.1.4 Using Short Codes to Access Voicemail

The short code **Voicemail Collect** feature can be used to route callers to voicemail. The voicemail service they receive is set by the telephone number field which should be enclosed in quote marks. See Voicemail Telephone Numbers 242.

- The examples use ***80** but any available short code could be used.

Example 1: Access to the Mailbox Main

The following short code will access the mailbox for **Main**. The **?** indicates that it is to collect messages. A **#** is used to indicate leave a message in the mailbox.

Field	Setting
Code	*80
Feature	Voicemail Collect
Telephone Number	"?Main"
Line Group Id	0

Example 2: Access a Voicemail Pro Module

If a Voicemail Pro module has been created and called **TimeCheck**, the following short code could be used to access it.

Field	Setting
Code	*80
Feature	Voicemail Collect
Telephone Number	"TimeCheck"
Line Group Id	0

The **Voicemail Node** short code feature can also be used to access short code start points. It uses the short code start point name as the telephone number without surrounding brackets.

9.1.5 Using VM: to Access Voicemail

Another method for accessing voicemail is the **VM:** option, where VM: is followed by the name of the mailbox or Voicemail Pro start point required.

This can be used in the telephone number field of IP Office applications such as SoftConsole and Manager.

- **Example 1: SoftConsole access to the mailbox Main**
  The user wants single click access to check for messages in the hunt group mail box Main (extension ID 200).

  1. Start SoftConsole.
  2. Click one of the BLF panel tabs.
  3. Right-click and select **New** > **BLF Group Member**.
  4. Type a **Name**, for example ***Messages***.
  5. Type a **Number**, in this case enter ***VM:?Main*** or ***VM:?200***.
  6. Click **OK**. The operator can now check for messages in that group mailbox with a single click.

- **Example 2: Incoming Call Routing**
  The VM notation can be used in the **Destination** field of a Manager Incoming Call Route. You can then route calls that match the Incoming Call Route's criteria to a particular mailbox or Voicemail Promodule.

9.1.6 Voicemail Telephone Numbers

This section describes the options that can be used with **VoicemailCollect** short codes and with **VM:** to access a mailbox or Voicemail Pro start point.

	Short Code	Application Number Field
Collect Messages	?200	VM:?200
	"?Main"	VM:?Main
Leave Messages	#200	VM:#200
	"#Main"	VM:#Main

A user accessing a mailbox will be prompted for the voicemail PIN code if not accessing from a trusted source. See Creating a Trusted Location 200.

Voicemail Pro Start Points

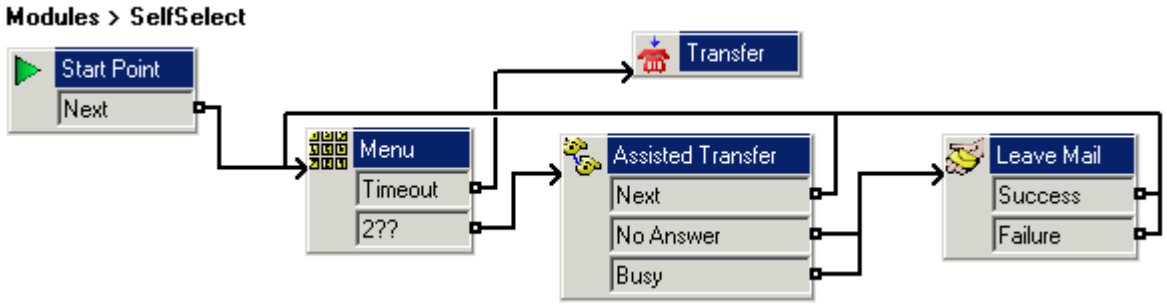
The following only apply when a matching start point has been set up. If a short burst of ringing is required then # should be inserted before the start point name. This is useful if transferring callers as it completes the transfer before the Voicemail Prompts begin.

	Short Code	Application Number Field
User Start Points	for examples a user called Extn205.	
Collect	"Extn205.Collect"	VM:Extn205.Collect
Leave	"Extn205.Leave"	VM:Extn205.Leave
Callback	"Extn205.Callback"	VM:Extn205.Callback
Queued	-	-
Still Queued	-	-
Group Start Points	for example a group called Main.	
Collect	"Main.Collect"	VM:Main.Collect
Leave	"Main.Leave"	VM:Main.Leave
Queued	-	-
Still Queued	-	-
Default Start Points		
Collect	"Default.Collect"	VM:Default.Collect
Leave	"Default.Leave"	VM:Default.Leave
Queued	-	VM:Default.Queued"
Still Queued	-	VM:Default.Still Queued"
Short Code Start Points (see also Voicemail Node)	for example a shortcode start point called DVM.	
	"Short Codes.DVM"	VM:Short Codes.DVM
Module Start Points	for these examples a module called Attend…	
	"Attend"	VM:Attend
Campaigns	for example a campaign called Catalogue.	
Leave	-	VM:Catalogue
Collect	-	VM:Catalogue.Collect

The **Voicemail Node** short code feature can also be used to access short code start points. It uses the short code start point name as the telephone number without surrounding brackets.

9.1.7 Example Call Flow

This example creates a Voicemail Pro module that callers can use to select the extensions to which they want to be connected. If that extension is busy or does not answer they can then leave a message in the target mailbox.



The Voicemail Pro Module

1. In Voicemail Pro, a module was added named **SelfSelect**.
2. A **Menu** action was added. The properties were set as:
   - On the **Touch Tones** tab the **Wait for a key press for** option was set to 5 seconds. This gives the action a **Timeout** result which can be used if the caller does nothing or does not have DTMF dialing.
   - Our IP Office has extensions and groups numbered in the 200 to 299 range. The touch tone sequence **2??** was added to match any dialing in that range.
   - In **Entry Prompts** a prompt was recorded along the line of *"Dial the number you want or wait for reception"*.
3. A **Transfer** action was added. In its properties, on the **Specific** tab the **Destination** was set to **Main**, the hunt group containing our receptionists.
4. A connection was added from the **Menu** action's **Timeout** result to the **Transfer** action.
5. An **Assisted Transfer** action was added. In its properties, on the **Specific** tab **$KEY** was added in the **Mailbox** field.
6. A connection from the **Menu** action's **2??** result to the **Assisted Transfer** action was added.
7. A **Leave Mail** action was then added. In its properties, on the **Specific** tab **$KEY** was again added in the **Mailbox** field.
8. The **Assisted Transfer** action's **No Answer** and **Busy** result was connected to the **leave Mail** action.
9. Connections were then added from the **Assisted Transfer** action's ***Next*** result and the **Leave Mail** action's **Success** and **Failure** results back to the **Menu** action.
   - The **Success** and **Failure** results in a **Leave Mail** action are only used if the caller presses **0** when in the mailbox.
10. The call flow was then saved and made live.

Creating a Matching Short Code
A short code was needed that could be used to route callers to the **SelfSelect** module.

1. Start IP Office Manager and receive the configuration.
2. A new system short code was added so that it would be available to all callers. The short code ***80** was set up as shown in the table.

Field	Contains...
Code	*80
Feature	Voicemail Collect
Telephone Number	"#SelfSelect"
Line Group Id	0

3. The entry **"#SelfSelect"** indicates the name of the Voicemail start point for the call, in this case the VoicemailProSelfSelect module.
4. For a module start point, the **#** is optional. Using it provides a short period of ringing before the module actions start. This is useful if manually transferring a caller as otherwise they may miss the start of the module's entry prompts.
5. The new configuration was merged.
6. At any extension the routing can be tested by dialing ***80**. We can then wait to be transferred to reception or dial the extension or group that we want.

Using the Module
The short code ***80** can now be assigned or the path **VM:SelfSelect** to whichever method the user wants to transfer callers to the voicemail service.

A further suggestion is to provide a system short code to deal with callers who dial an invalid extension number. For our example, a short code **2??/./"SelfSelect"/VoicemailCollect** would reroute such callers back to the **SelfSelect** module.

9.2 Recording Calls

In addition to the messaging services, you can use Voicemail Pro for the call recording service too. You can configure IP Office to trigger the recording of calls manually or automatically.

- If you are recording a conference call, the call recording continues if a new party joins the conference. However, the message that the call is being recorded is repeated every time a new party joins the conference.
- If you are recording a call and you park the call or you put the call on hold, the voicemail system pauses the call recording. When you resume the call, the call recording resumes too.
- If you are recording calls, the call recordings are saved in your mailbox, by default. However, you can change the destination location to save the call recordings.
- A recording by an agent that is intruding on to a call will keep recording after the intruded call has ended. This assists the agent to annotate the recording.
- **Conference Capacity**
  Call recording uses conferencing capacity and so is subject to the available conferencing capacity of the IP Office system.
- **IP Trunks and Extensions**
  When the direct media path option is used with IP trunks and or an extension, calls may not be recorded.
- **Call Recording Warning**
  In

9.2.1 Call Recording Warning

In many locations, it is a local or national requirement to warn those involved in a call that they are being recorded. One method for doing this is to enable the Advice of Call Recording (AOCR) message provided by the Voicemail Pro server.

- The 'advice of recording' will always be played if the Advice of Call Recording message is enabled.
- A caller may not hear an 'advice of recording' announcement when the call is using analogue trunks. Analogue trunks do not support call status signaling so the 'advice of recording' announcement is played as soon as the trunk is seized even if the call is ringing and has not been answered.
- The Play Advice on Call Recording option is **on** by default.

The Advice of Call Recording Message

This message is provided in the file ***aor_00.wav***. For each language installed on the Voicemail Pro server, a copy is located in the sub-folders of *c:\Program Files\Avaya\IP Office\Voicemail Server\WAVS.*

To switch the recording warning on or off:

1. From the Voicemail Pro Client, click or select **Administration** > **Preferences** > **General**.
2. Click **Play Advice on Call Recording** to switch this option on (checked) or off (unchecked).
3. Click **OK**.
4. Click **Save & Make Live**.

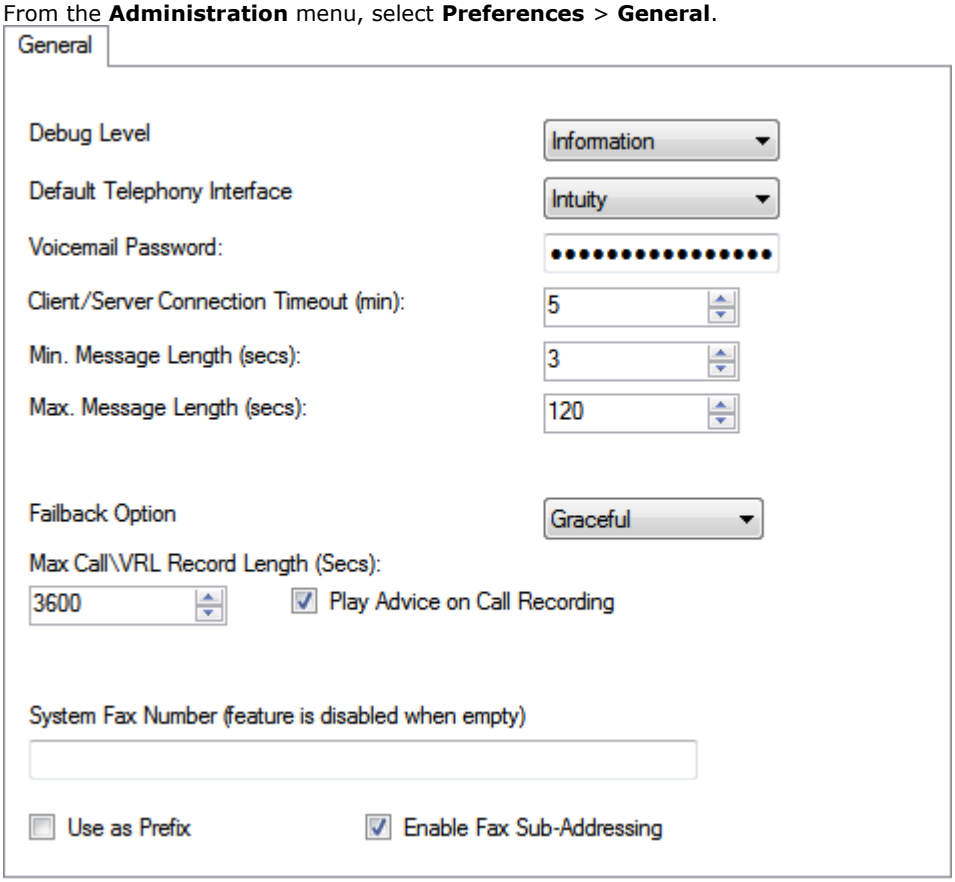
To hide the auto record indication

In addition to the audible advice of call recording prompt , some Avaya terminals display REC to show that the call is being recorded. The display can be suppressed.

1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click **System**.
3. In the System Configuration window, click the **System** tab.
4. Check **Hide auto recording**. The terminal display **REC** will be suppressed.
5. Save the configuration back to the IP Office system.

9.2.2 Setting the maximum recording length

1. Open the Voicemail Pro Client application and connect to Voicemail Pro server.
2. From the **Administration** menu, select **Preferences** > **General**.



3. Set a value in the **Max. Call\VRL Record Length (Secs)** field.
   The minimum value that you can set is 5 seconds. The maximum value that you can set is 18000 seconds (300 minutes).
4. Click **OK**.
5. Click **Save and Make Live** and select **Yes**.

9.2.3 Voice Recording Library

When recording calls, either manually 253 or automatically 256, the default option is to save the call recordings in a specified mailbox. The recordings can then be played in the same manner as a normal message is played.

However, if you set either **Voice Recording Library** or **Voice Recording Library Authenticated** in the **Recording (Auto)** field, the automatic call recordings are saved to a specific location, the VRL directory. Similarly, if you set either **Voice Recording Library** or **Voice Recording Library Authenticated** in the **Recording (Manual)** field, the manual call recordings are saved to the VRL directory. The VRL directory is the location that Avaya IP Office ContactStore 249 polls regularly to collect the call recordings.

You can also specify VRL as the destination for calls recorded through a **Leave Mail** action in a call flow.

To configure VRL on Windows-based Voicemail Pro server

1. Ensure that ContactStore has the **Read** and **Write** permissions on the VRL directory (by default, *C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\VRL*) of the Voicemail Pro server. If ContactStore and Voicemail Pro server are installed on different computers, map the VRL directory on the Voicemail Pro server as a network drive on the ContactStore server with the read and write permissions.
2. On the ContactStore server, set the path of the VRL directory as the value of the registry entry **HKEY_LOCAL_MACHINE->SOFTWARE->Network Alchemy->Voicemail->Directories->VRLDir** (on a 32-bit system) or **HKEY_LOCAL_MACHINE->SOFTWARE->Wow6432Node->Network Alchemy->Voicemail->Directories->VRLDir** (on a 64-bit system).

To configure VRL on Linux-based Voicemail Pro server

1. Ensure that the system meets the SFTP server requirements. For details on the SFTP server requirements, see *Avaya IP Office Implementing Voicemail Pro* (15-601064).
2. Using the **Voicemail Recording** tab in the **System Preferences** settings of Voicemail Pro Client, configure an SFTP connection on the Voicemail Pro server to transfer recordings to the VRL directory. For details, see Voicemail Recording .

9.2.3.1 Avaya IP Office ContactStore

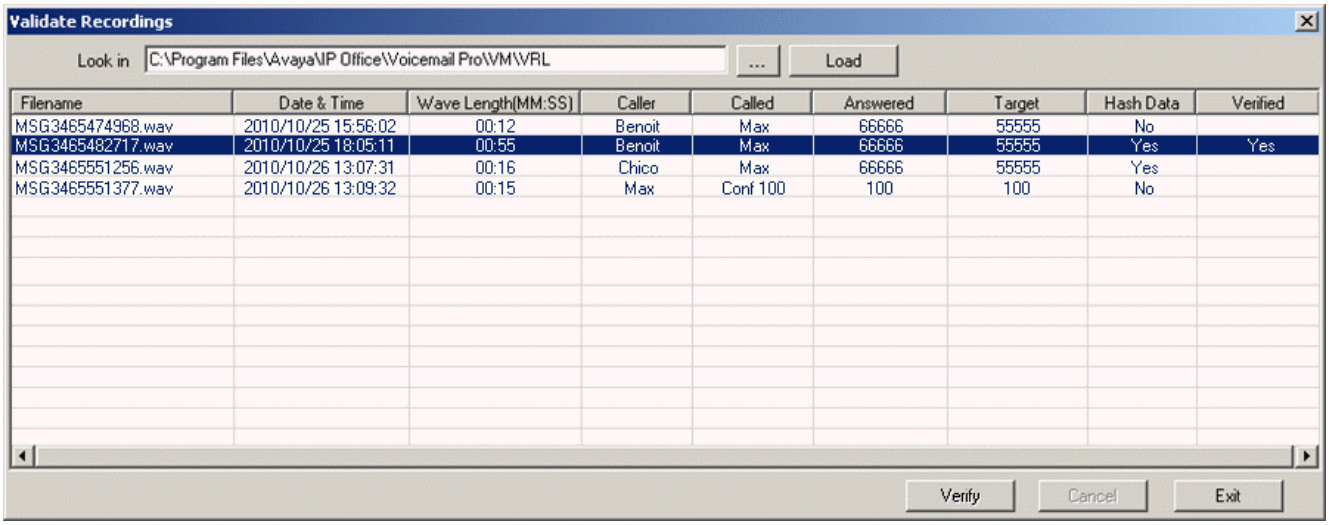
ContactStore for IP Office and Call Recorder for IP Office are VRL applications that provides tools to sort, search, and playback recordings. They also support the archiving of recordings to DVD.

- For installation and configuration of refer to the separate documentation for each of the applications.
- VRL is a licensed feature. It requires entry of **Voicemail Pro Recording Administrators** license into the IP Office configuration. For non-<MIDSIZE%> system, this applies regardless of whether that IP Office is hosting the voicemail server or not.
- The VRL application must be configured to store recording on a separate partition, drive, or computer from the voicemail server. This rules out any conflicts between the long-term storage or recording archives and the space available for mailbox messages.
- The recordings are stored in G726 16kps ADPCM format. They cannot be accessed or played back through normal Voicemail Pro mailboxes.
- The files can be recorded as authenticated files for storage and playback. These files indicate if they have been modified in any way.

The Voicemail Pro client can display the recordings currently in the Voicemail Pro servers VRL folder. See Validate Recordings 249.

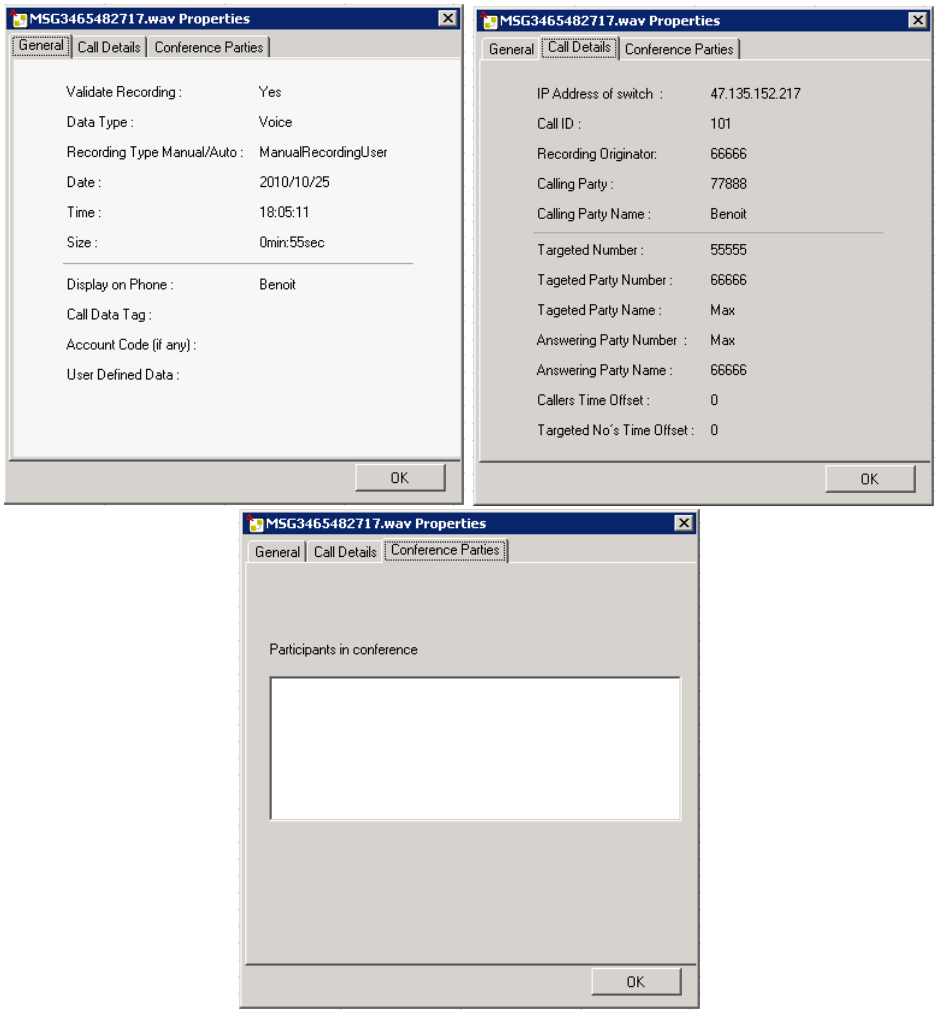
9.2.3.2 Validate Recording

The option **File | Validate Recordings** can be used to display recording files waiting on the Voicemail Pro server for collection by the VRL application. By default it looks at the VRL folder (by default, ***C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\VRL*** on a Windows-based server). Details of the recording are listed plus whether the recording authentication is verified or not.



For the recording files with hash data, you can check the authenticity of the recording files. To check the authenticity of a recording file, select the file in the list and click **Verify**. If the file is authenticated, the **Verified** column displays **Yes**.

Right-clicking on any recording and selecting **Properties** displays additional information about the recorded call.



If ContactStore is being used, any files in the VRL folder are automatically moved by the ContactStore into its own database. However they can be downloaded from ContactStore if the file needs to be verified.

9.2.4 Manual Call Recording

There are several ways to start manually recording a telephone call.

SoftConsole

The SoftConsole operator can manually record all or part of a current telephone call.

- Press the button on the toolbar. The button acts as a toggle. Press the button again to stop recording.
- Select **Actions** > **Record Call**. This action toggles and so is also used to stop recording.
- Press **F5** to start recording. Press F5 again to stop the recording.

4400 Series

Telephones in the 4400 Series with a Menu key can manually trigger call recording by:

- Press **Menu** **| Menu** **| Func| Recor**.

Using DSS Keys

The call record function can be programmed against a DSS key. When a DSS key has been programmed it can be pressed during a call to record the conversation.

To set a DSS key for manual recording:

1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click **User** and select the individual user.
3. Select the **Button Programming** tab.
4. Select the required DSS key and click **Edit**.
5. Click browse for the **Action**. The Button Programming window opens.
6. Select **Advanced | Call | Call Record**. Click **OK**.
7. In the **Action Data** field, enter a description that will appear on the telephone display.
8. Click **OK**.
9. Click to save the configuration file.

A call is recorded if the user presses the programmed DSS key during any call. The caller will hear an announcement that the call is being recorded if the mandatory call recording warning is active. See Call Recording Warning 246.

Using Short Codes

The short code feature "Call Record" can be used to trigger recording of calls into the user's designated mailbox. The example short code (*95) can be set up as a user short code or a system short code. In either case it will trigger recording

Field	Contains...
Code	*95
Feature	Call Record
Telephone Number	[Leave blank]
Line Group Id	0

To use the short code

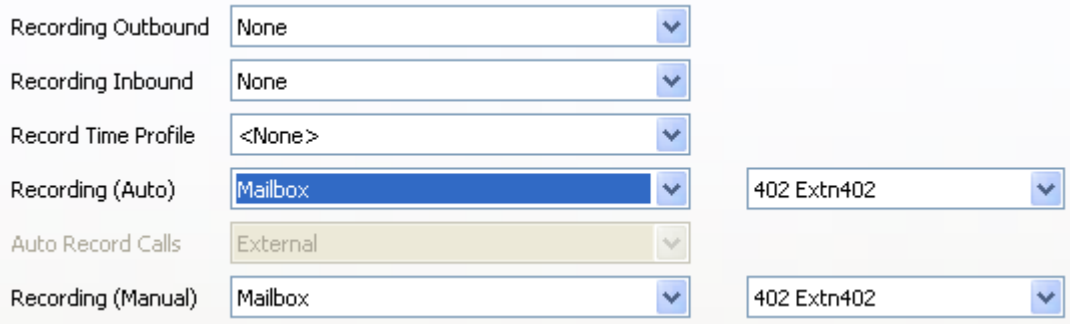
1. During a call, put the caller on hold.
2. Dial the short code. The call is automatically reconnected and recording begins.

9.2.4.1 Setting Manual Recording Options

The IP Office Manager can be used to specify where recordings triggered by a user are placed:

To configure a user's recording options:

1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click **User** and select the individual user.
3. Select the **Voice Recording** tab.



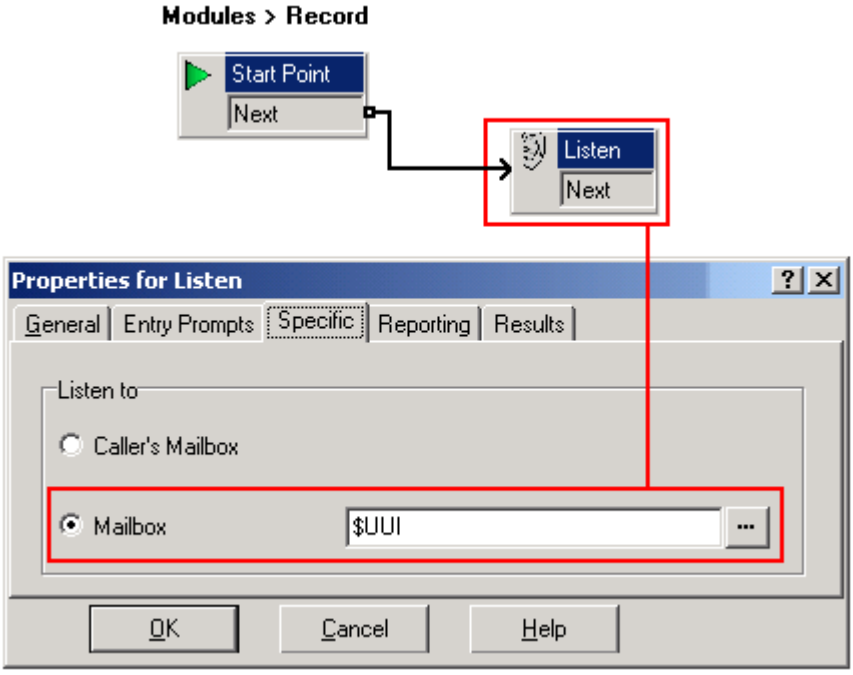
4. Use **Recording (Manual)** to specify the destination for the recordings. By default, this is a user's own mailbox.
   - **Mailbox**
     This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
   - **Voice Recording Library**
     This option should only be used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library 248.
   - **Voice Recording Library Authenticated**
     This option should only be used if a VRL application has been installed. The file header of the recording files are updated with a cryptographic hash data and then the recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library 248.
5. Click **OK**.
6. Click to merge the configuration change back to the IP Office.

9.2.4.2 Customizing Manual Recording

Recording is performed by the Voicemail Pro server as a default task. However, a module named **Record** can be used to customize the operation of auto-recording.

Notes

- If a **Record** module is created, it overrides the default record operation. Therefore it must at minimum emulate the default manual recording process of placing recordings into the mailbox of the user who triggered recording. For example, in the module call flow shown below, the Listen action is set to ***$UUI***.
- Whenever recording is triggered, ***$UUI*** contains the user name of the user who that triggered the recording process.



9.2.5 Automatic Call Recording

The IP Office system can be configured to automatically record calls based on the user, hunt group, incoming call route, or account code.

Trigger	Incoming	Outgoing	Default Recording Destination	Duration
Incoming Call Route	✓	✗	None	For the call duration or up to 1 hour.
Hunt Group	✓	✗	Hunt group mailbox	Until ended or transferred to a user outside the hunt group or its overflow group.
User	✓	✓	User mailbox	Until the user ends or transfers call.
Account Code	✗	✓	User mailbox	Until the user ends or transfers calls.

- Individual calls may match several recording criteria. In that case, the following applies:
  - If the destinations for the recordings are different, separate recordings occur with the durations are indicated above.
  - If the destinations for the recordings are the same, a single recording is made using either the incoming call route, hunt group or user duration in that order or priority.
- Multiple recordings of the same call use multiple voicemail channels.
- Time profiles can be used to control when automatic call recording is used.
- For inbound calls recording will not take place if the call goes to normal voicemail.
- Different frequency settings, set in percentage terms, can be applied to the automatic recording of inbound and outbound calls.
- A mandatory setting can be used to return a busy tone when call recording is triggered but no voicemail ports are available.
- Where calls have been answered using a Line appearance button, the call recording goes to the mailbox setting of the original call route destination.

9.2.5.1 Setting Automatic Recording Options

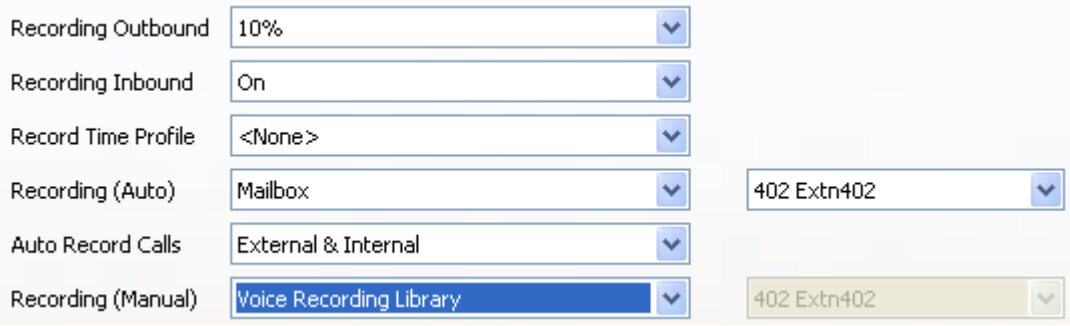
Automatic recording can be configured for:

- Calls received and/or made by a user 256.
- Calls on a specific incoming call route 258.
- Calls to a specific hunt group 257.
- Outgoing calls associated with a specific account code 259.

The calls that are to be auto-recorded are selected through IP Office Manager.

To set automatic call recording for a user:

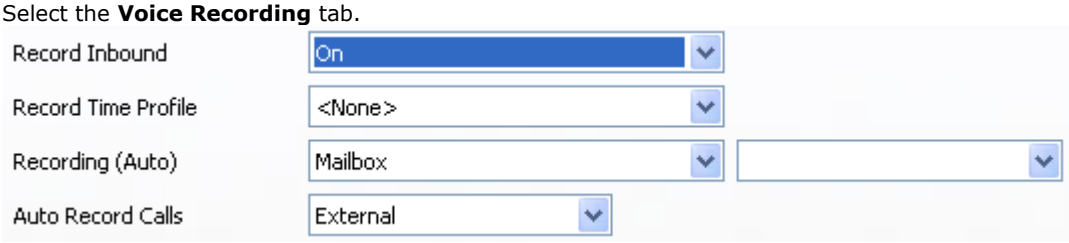
1. Open IP Office Manager and load the configuration from IP Office.
2. In the navigation pane, click **User**. Select the required user.
3. Select the **Voice Recording** tab.



4. From the **Record Inbound** and **Record Outbound** drop-down lists select the recording frequency required.
   - **None:** Do not record.
   - **On:** Record all calls if possible.
   - **Mandatory:** Record all calls. If recording is not possible, return busy tone to the caller.
   - **xx%:** Record calls at intervals matching the set percentage, eg. for every other call for ***50%***.
   - For inbound calls, recording will not take place if the call also goes to normal voicemail.
5. Use **Record Time Profile** to select a time profile that specifies when automatic call recording will be active. If not set, recording is active at all times.
6. Use **Auto Record Calls** to select whether ***External*** or ***External & Internal*** calls are included.
7. Use **Recording (Auto)** to specify the destination for the recordings. By default, this is a user's own mailbox.
   - **Mailbox**
     This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
   - **Voice Recording Library**
     This option should only be used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library 248.
   - **Voice Recording Library Authenticated**
     This option should only be used if a VRL application has been installed. The file header of the recording files are updated with a cryptographic hash data and then the recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library 248.
8. Click **OK**.
9. Click to send the configuration back to the IP Office.

To set automatic call recording for a hunt group:

1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click **HuntGroup**.
3. Select the required hunt group.
4. Select the **Voice Recording** tab.



5. Use **Record Time Profile** to select a time profile that specifies when automatic call recording will be active. If not set, recording is active at all times.
6. Use **Auto Record Calls** to select whether ***External*** or ***External & Internal*** calls are included.
7. From the **Record Inbound** drop-down lists select the recording frequency required.
   - **None:** Do not record.
   - **On:** Record all calls if possible.
   - **Mandatory:** Record all calls. If recording is not possible, return busy tone to the caller.
   - **xx%:** Record calls at intervals matching the set percentage, eg. for every other call for ***50%***.
   - For inbound calls, recording will not take place if the call also goes to normal voicemail.
8. Use **Recording (Auto)** to specify the destination for the recordings.
   - **Mailbox**
     This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
   - **Voice Recording Library**
     This option should only be used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library 248.
   - **Voice Recording Library Authenticated**
     This option should only be used if a VRL application has been installed. The file header of the recording files are updated with a cryptographic hash data and then the recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library 248.
9. Click **OK**.
10. Click to send the configuration back to the IP Office.

To set automatic call recording for an incoming call route:

1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click **Incoming Call Route**.
3. Select the required incoming call route.
4. Select the **Voice Recording** tab.

5. From the **Record Inbound** drop-down lists select the recording frequency required.
   - **None:** Do not record.
   - **On:** Record all calls if possible.
   - **Mandatory:** Record all calls. If recording is not possible, return busy tone to the caller.
   - **xx%:** Record calls at intervals matching the set percentage, eg. for every other call for ***50%***.
   - For inbound calls, recording will not take place if the call also goes to normal voicemail.
6. Use **Record Time Profile** to select a time profile that specifies when automatic call recording will be active. If not set, recording is active at all times.
7. Specify the destination for the recordings or select the option to place the recordings in the voice recording library.
   - **Mailbox**
     This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
   - **Voice Recording Library**
     This option should only be used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library 248.
   - **Voice Recording Library Authenticated**
     This option should only be used if a VRL application has been installed. The file header of the recording files are updated with a cryptographic hash data and then the recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library 248.
8. Click **OK**.
9. Click to send the configuration back to the IP Office.

To set automatic call recording for an outgoing account call:

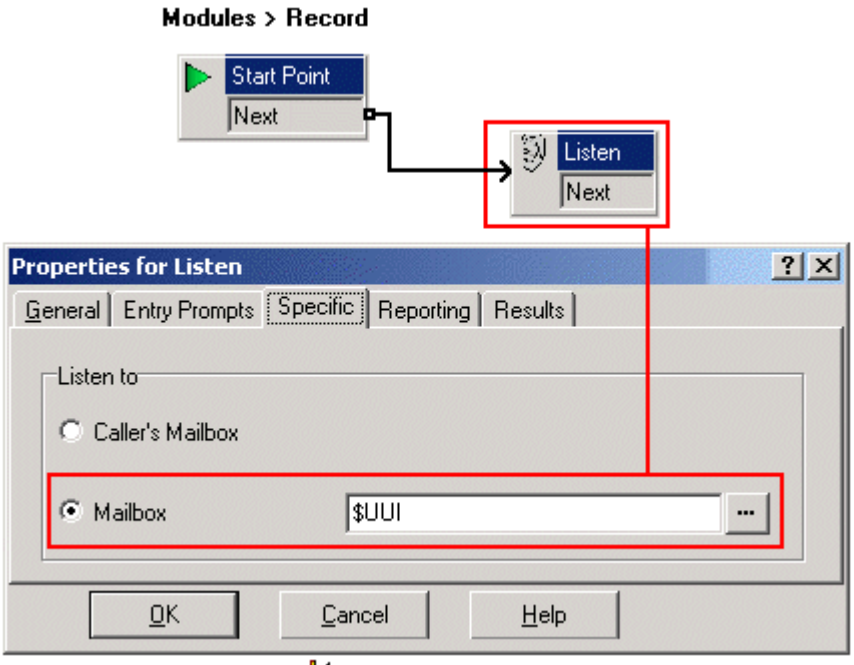
1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click **Account Code**.
3. Select the required account code.
4. Select the **Voice Recording** tab.

5. From the **Record Outbound** drop-down lists select the recording frequency required.
   - **None:** Do not record.
   - **On:** Record all calls if possible.
   - **Mandatory:** Record all calls. If recording is not possible, return busy tone to the caller.
   - **xx%:** Record calls at intervals matching the set percentage, eg. for every other call for ***50%***.
   - For inbound calls, recording will not take place if the call also goes to normal voicemail.
6. Select the **Recording Time Profile** is required. If not set, recording is applied at all times.
7. The **Recording (Auto)** option is available for IP Office Release 4.1 and later. For earlier releases, the destination is always the mailbox of the user making the call.
   - **Mailbox**
     This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
   - **Voice Recording Library**
     This option should only be used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library 248.
   - **Voice Recording Library Authenticated**
     This option should only be used if a VRL application has been installed. The file header of the recording files are updated with a cryptographic hash data and then the recording files are placed into a VRL folder for collection by the VRL application. See Voice Recording Library 248.
8. Click **OK**.
9. Click to send the configuration back to the IP Office.

9.2.5.2 Customizing Auto Recording

Auto-recording is performed by the Voicemail Pro server as a default task. However, a module named **AutoRecord** can be used to customize the operation of auto-recording. If an **AutoRecord** module is created, it overrides the default auto-record operation.

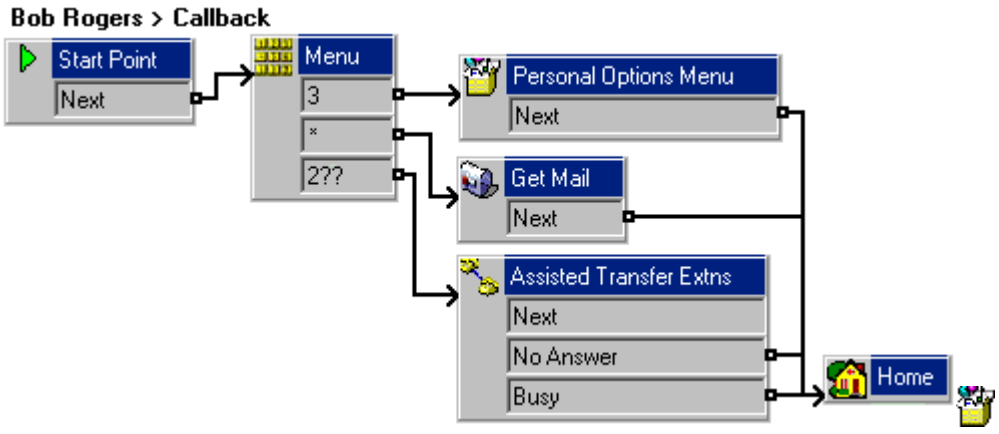
Whenever auto recording is triggered, ***$UUI*** contains either the account code, user name or hunt group name that triggered the auto recording.



The value of condition ***Account1*** is checked using a **Test Condition** action.

- If found ***True***, the call is recorded using a **Listen** action, which specifies the mailbox for the recording.
- If found ***False***, the next condition test is tried.

The conditions, created within the **Condition Editor**, compare the variable ***$UUI*** against possible account code values.



The final **Listen** action, used if none of the condition tests are True, has its Mailbox set to ***$UUI***. If ***$UUI*** hasn't matched any account code being used for auto recording, then its value will be either the user name or hunt group name that triggered the auto recording.

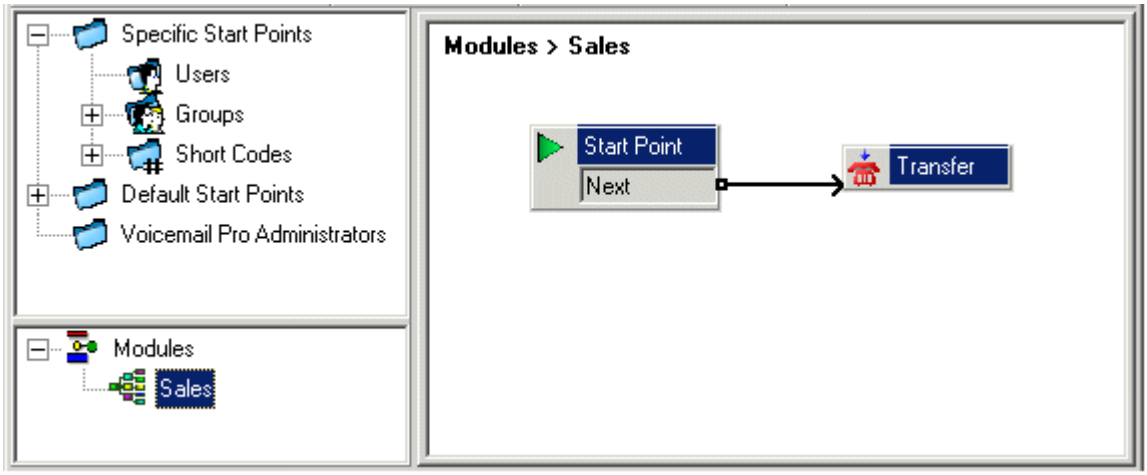
9.3 Announcements

Announcements can be played when:

- **Callers are waiting to be answered or queued against a hunt group**
  With Voicemail Pro, the announcements and actions provided to a caller held in a group's queue can be customized using the Queued and Still Queued start points for that group. The call can be answered at any stage of the announcement. See Configuring Announcements 217.
- **Calls are going to be recorded**
  In many locations, it is a local or national requirement to warn those involved in a call that they are being recorded. See Call Recording Warning 246.
- **Calls are received**
  A call flow containing an announcement can be created so that all callers hear a mandatory announcement. The announcement is played before the call is answered. See Mandatory Announcement Example 261.
- **Calls are queuing against a user's extension**
  Users can configure their personal announcements. When a user's extension is busy, any new calls are held in a queue against the busy extension until the No Answer Time is reached. The caller will hear the user's personal announcement before being transferred to voicemail, if available. See Personal Announcements 262.

9.3.1 Mandatory Announcement Example

The screen below shows an example of a call flow that plays an announcement to any caller to the sales hunt group. Callers entering at this start point cannot bypass the announcement.



The Entry Prompt of the transfer action contains the announcement. After the announcement is played the caller is transferred to the sales hunt group as specified in the Specific tab. See Transfer Action 134.

Once the call flow has been created, IP Office needs to be configured so that callers are transferred to the call flow.

In IP Office Manager the destination for the incoming call route is entered as **VM:Sales**. The incoming call route targets the voicemail module 'Sales'. As the call flow module name is the same as the hunt group name, if voicemail is unavailable the call will automatically be routed to the hunt group. The calls will not be lost but the callers will not have heard the announcement.

If calls are required to only be answered after they have heard the announcement, make sure that the call flow module name is different from the hunt group name. If voicemail is unavailable the call will not be transferred to the target hunt group.

9.3.2 Personal Announcements

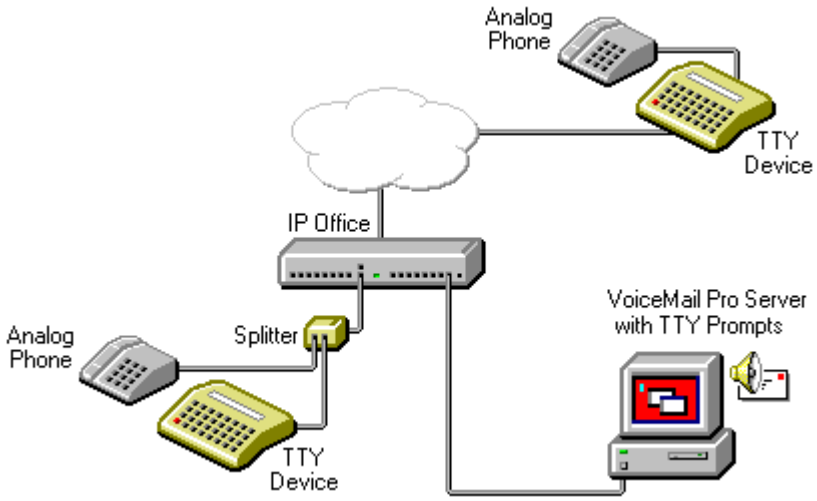
Voicemail Pro supports personal announcements that are played when a caller is queuing against a user's extension number. A call will be held in a queue when the user's extension is busy before passing to voicemail, if voicemail is available. Personal announcements are enabled in the same way as hunt group announcements 217, but using the **User | Announcements** tab in IP Office Manager.

- If the user requires announcements only, voicemail should be turned off for the user.
    - Start points can be amended to include other actions. Using Voicemail Pro, you can customize personal announcements using user **Queued** and **Still Queued** start points in the same ways as customizing hunt group announcements 219. For example, a menu action could be added to the **Still Queued** start point giving users the option to continue to hold for the caller or to transfer to reception.
- If voicemail is on the announcements are played until the **No Answer Time** is reached. The caller is then transferred to the user's voicemail. The system default setting for **No Answer Time** is 15 seconds, however it can be set for individual users.

9.4 Support for Callers with Impaired Hearing

TTY is a method of sending and receiving text messages within the speech path of telephone calls. The text is entered and displayed through a TTY device, such as a text phone, connected in parallel with the user's normal telephone. Due to its widespread usage and support it has become the standard used by devices for the users with impaired hearing or vision.

Voicemail Pro supports the addition of TTY prompts for leaving messages in and collecting messages from Intuity mode mailboxes. Callers with a TTY device can see the TTY prompts and leave TTY format messages. The mailbox user, also with a TTY device, can collect and display those messages by following the prompts that are displayed on the TTY device.



The TTY device and associated analog telephone (linked either by a pass-through port on the TTY device or a telephone splitter) are connected to an analog extension port (POT) on the IP Office system. During calls the TTY can be used to display and send TTY messages. The analog telephone can be used to send dialing digits and provide a speech path during calls.

9.4.1 Installing Voicemail Pro TTY Prompts

You can select TTY prompts from the list of language options when you install Voicemail Pro. When the prompts have been installed, the user settings must be configured so that the IP Office recognizes the TTY device.

There are two ways to configure a user so that they can use a TTY device with Voicemail Pro.

1. The simplest method is to change the user locale in IP Office Manager. This method requires no customization of a user's mailbox. See Changing User Locale 264 or refer to the IP Office Manager help or User Guide.
2. An alternative to changing the user locale to TTY is to change the language setting in the Voicemail Pro call flows for the user who needs TTY prompts. See Changing the Language Setting for a Text Phone 265.

9.4.2 Changing User Locale

The locale setting *tty* is not actually recognized by IP Office Manager. Therefore all aspects of a user's telephony operation on the IP Office will default to the system's locale setting (System > System > Locale). However, the user locale setting is transferred to the Voicemail Pro server during mailbox access and so will affect the prompts that are provided.

To change the user locale:

1. Open IP Office Manager.
2. In the Navigation pane, click **User** and select the individual user.
3. Select the **User** tab.
4. Select the option **Teletype (Textphone)** in the **Locale** field.
5. Click **OK**.
6. Click to merge the configuration change back to the IP Office.

9.4.3 Advice for Mailbox Owners Using a TTY Device

To log into their mailbox with a TTY device, such as a text phone, mailbox owners must dial *17 and then take the analog telephone handset off hook.

When they are connected, users see prompts on the display of the text phone.

For requests such as "Press 1 for …" users should dial from the keypad of the telephone. For messages followed by ***GA*** (go ahead) users are required to type text using their text device.

For more information, refer *User Guide for Audix TTY Interface* (555-300-710).

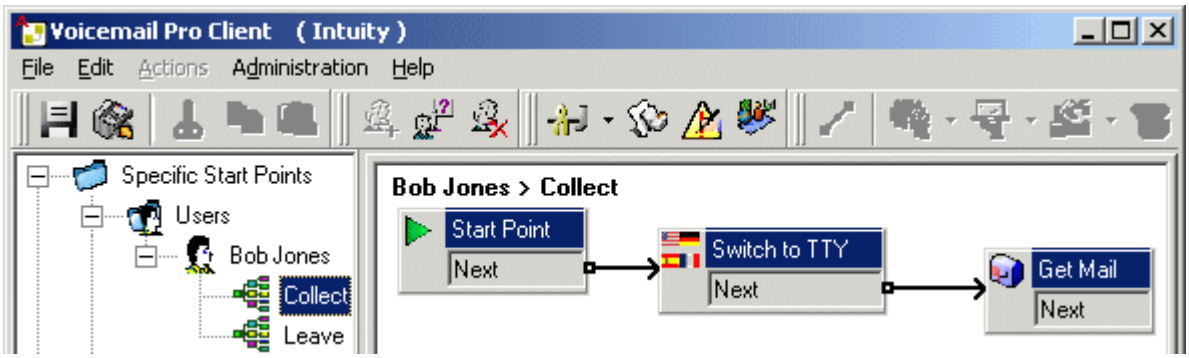
9.4.4 Changing the Language Setting for a TTY Device

An alternative to setting the user locale as TTY is to change the user's language setting in the Voicemail Pro call flows for that user. Here are two examples.

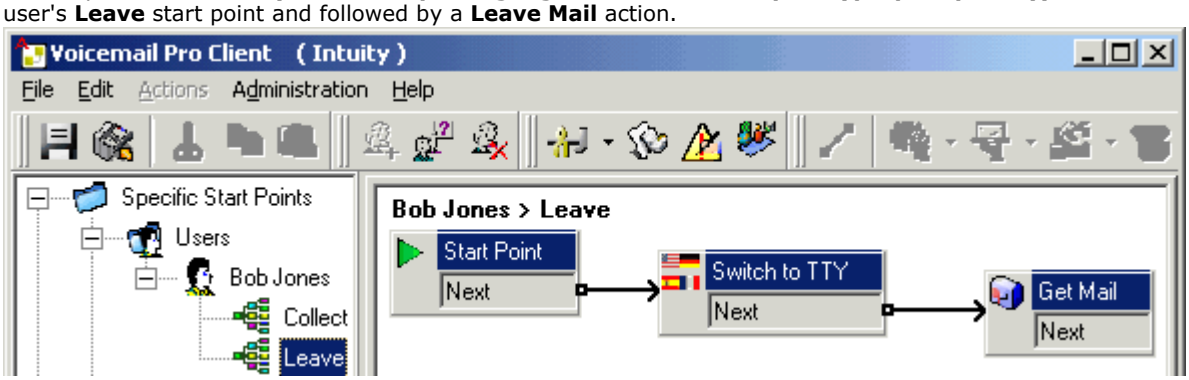
An Example of Customizing a Simple Mailbox Call Flow

The **Select System Prompt Language** action can be used to change the prompt language used by subsequent actions in a call flow. Once the TTY Maintenance Patch has been installed, TTY is one of the selectable languages provided by the action.

In the simplest form, a **Select System Prompt Language** action set to ***TTY (Teletype (Textphone))*** would be added to the user's **Collect** start point and followed by a **Get Mail** action.

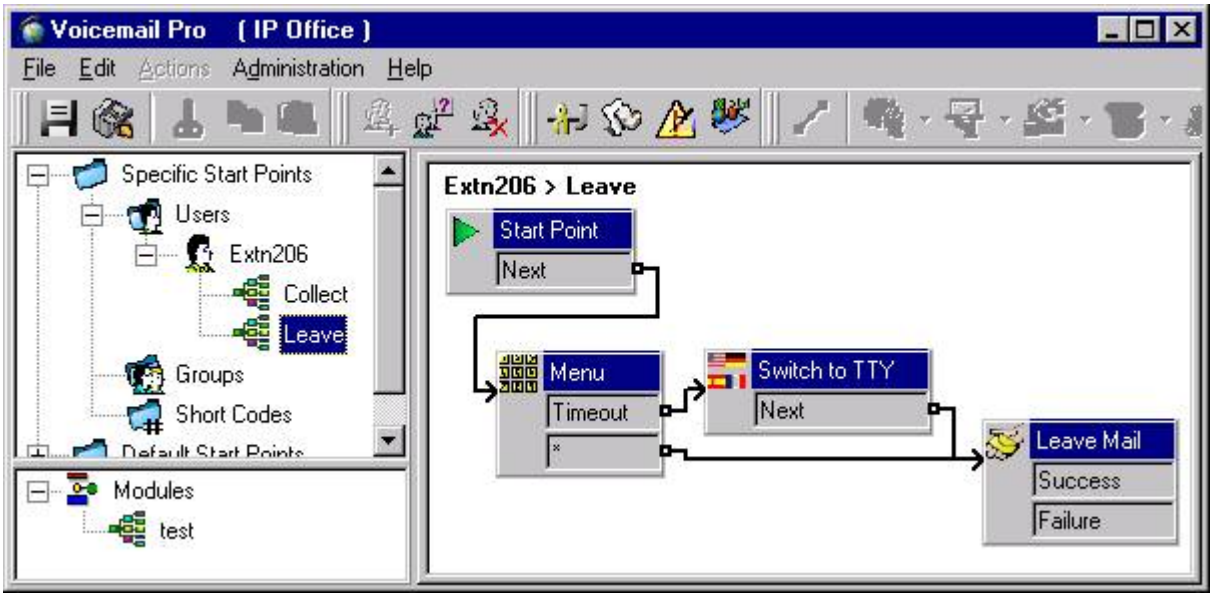


Similarly, a **Select System Prompt Language** action set to ***TTY (Teletype (Textphone))***, would be added to the user's **Leave** start point and followed by a **Leave Mail** action.



An Example of Customizing a Complex Mailbox Call Flow

If required, more complex call flows can be configured. For example, in the following call flow, callers can press * to receive spoken language prompts or to wait a few seconds for the timeout and then receive TTY prompts.



In this case, messages are left in the same mailbox, but callers can select to have spoken prompts or default to TTY prompts.

For hearing impaired users, the call flow for callers who select spoken prompts could have those messages placed into an alternate mailbox. These could then be collected and transcribed for the user.

9.5 Changing Language

Voicemail Pro can be used in a wide range of languages. For external callers, the Voicemail Pro tries to match the **Locale** setting of the IP Office system. For internal callers, if they have a different user locale in their user setting, Voicemail Pro tries to match that language.

With centralized Voicemail Pro, the default locale is that of the central IP Office. If users on the remote IP Office want different language prompts, each of their user locales must be changed separately.

If prompts for a required language are not installed, Voicemail Pro has a set of rules that it follows to find the best alternate language. For example if prompts are not available for users with their locale set to French Canadian, Voicemail Pro looks for French prompts instead. If French prompts are not installed, it looks for English US and finally English UK.
See Supported Languages 13.

The language played to a caller can be changed during a call. This is achieved using a **Select System Prompt** action.
See Changing the Language of System Prompts 268.

9.5.1 Changing the Language of System Prompts

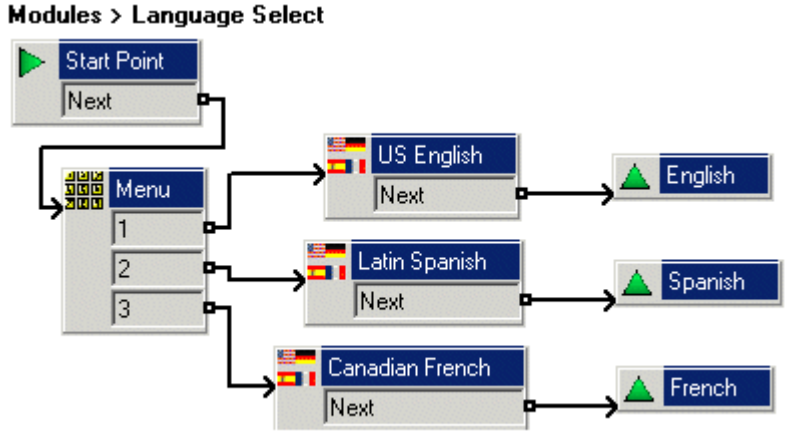
With the **Select System Prompt** action you can change the language that is used in a call flow from that of the IP Office system or the mailbox user's locale.

A step by step example that illustrates how to use the **Select System Prompt** action is provided here.

- The **Select System Prompt** action changes the default language prompts but not any custom prompts. To change the custom prompts, use the $LOC variable in the path to the custom prompt files. See Changing the Language of Custom Prompts 269.

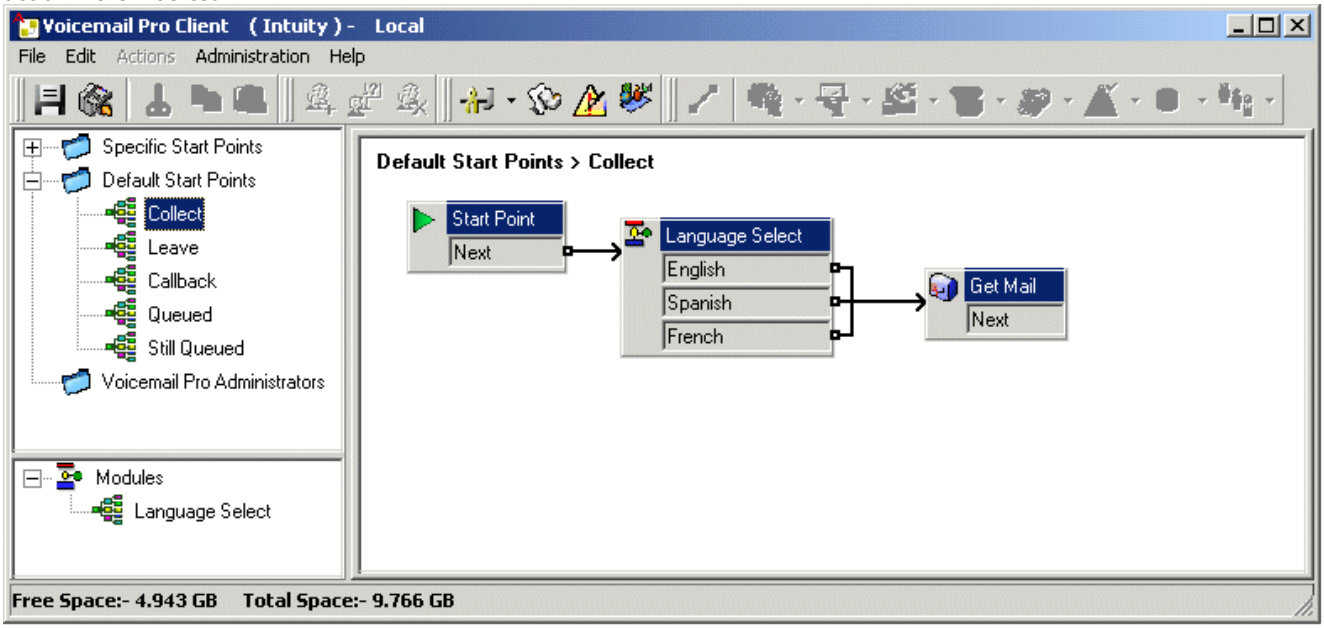
Example
In a small hotel, Voicemail Pro is providing mailboxes for rooms. To assist the room users, we want to start message collection by letting them indicate their preferred language for Voicemail Prompts.

1. First a module for language selection was created.



   The module contains a Menu action with a Select System Prompt action set to the required language for each key press.
   - For the Menu action an Entry Prompt was recorded asking the user to indicate their language choice; "Press 1 for English, 2 por Español, 3 pour Français".
   - The Select System Prompt actions were all connected Module Return actions.

2. Next the default start point for message collection was altered. The **Language Select** module and a **Get Mail** action were inserted.



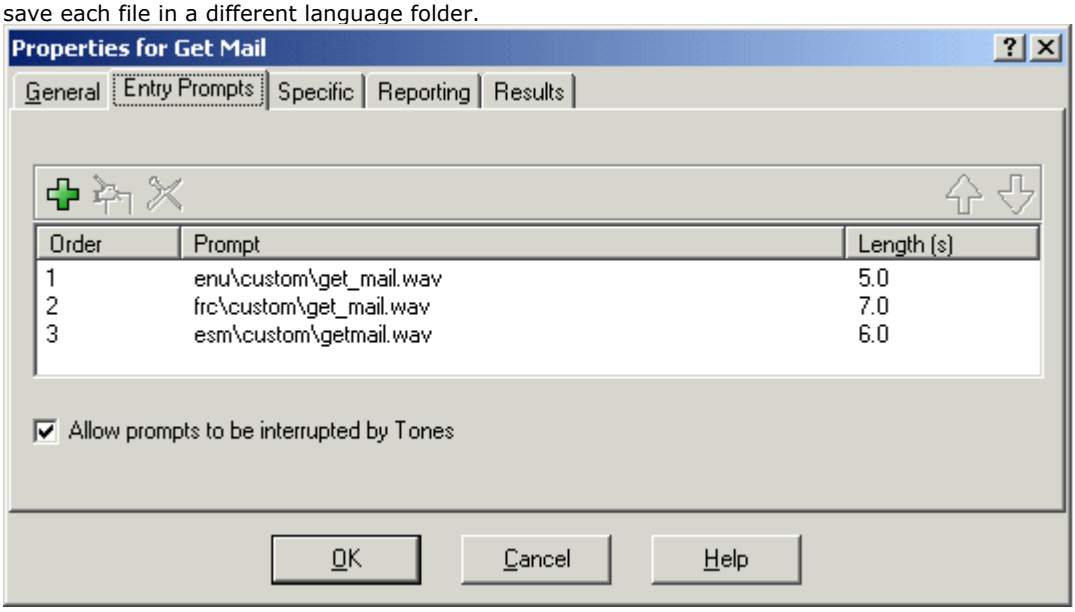
3. The actions for language selection could have been inserted directly into the call flow. However, by doing it as a module the language selection process can be reused in other start points.

9.5.2 Changing the Language of Custom Prompts

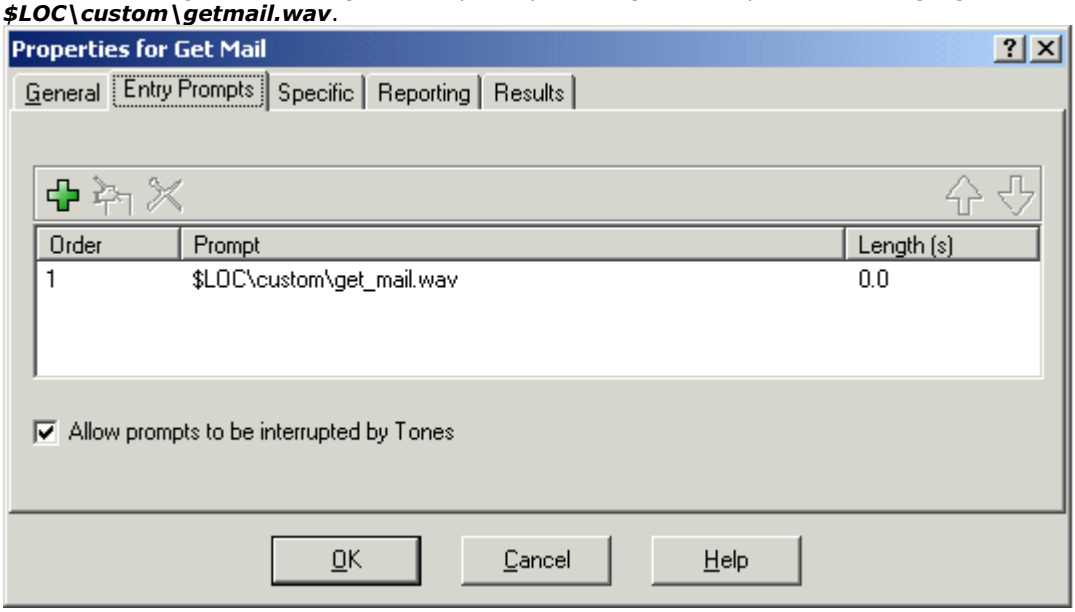
Instead of using multiple return points from a Language Select module (one for each language) and linking to separate Get Mail actions (each with an Entry Prompt in the required) language, you can use a single Get Mail action.

To change the language of custom prompts:

1. Through the **Get Mail** action's properties, record an **Entry Prompt** for US English users and save it as ***enu\custom\getmail.wav***.
2. Record a similar prompt for French Canadian users and Latin Spanish users. Use the same file name each time and save each file in a different language folder.



3. Delete all except one of the entry prompt entries. That this does not delete any of the recorded prompts.
4. For the remaining entries, change the file path by inserting ***$LOC*** in place of the language folder name, for example ***$LOC\custom\getmail.wav***.



9.6 Mobile Twinning

Mobile Twinning is a licensed feature. If Mobile Twinning is enabled in IP Office, a user can send internal and external calls to an external number, for example, the mobile telephone.

- Both the internal and external telephones ring when a call is received. The call can be answered from either telephone.
- If the feature Do Not Disturb (DND) is active for the user, any callers to the internal extension number will hear the busy tone and the external telephone will not ring. If a caller is entered in to the DND exception list, for example using the one-X Portal for IP Office application, only the internal telephone will ring.
- If any of the forward options are active, both the external and the telephone where the calls are forwarded to will ring.
- If the Follow Me option is active, only the telephone that the calls are forwarded to will ring. The external telephone number will not ring.

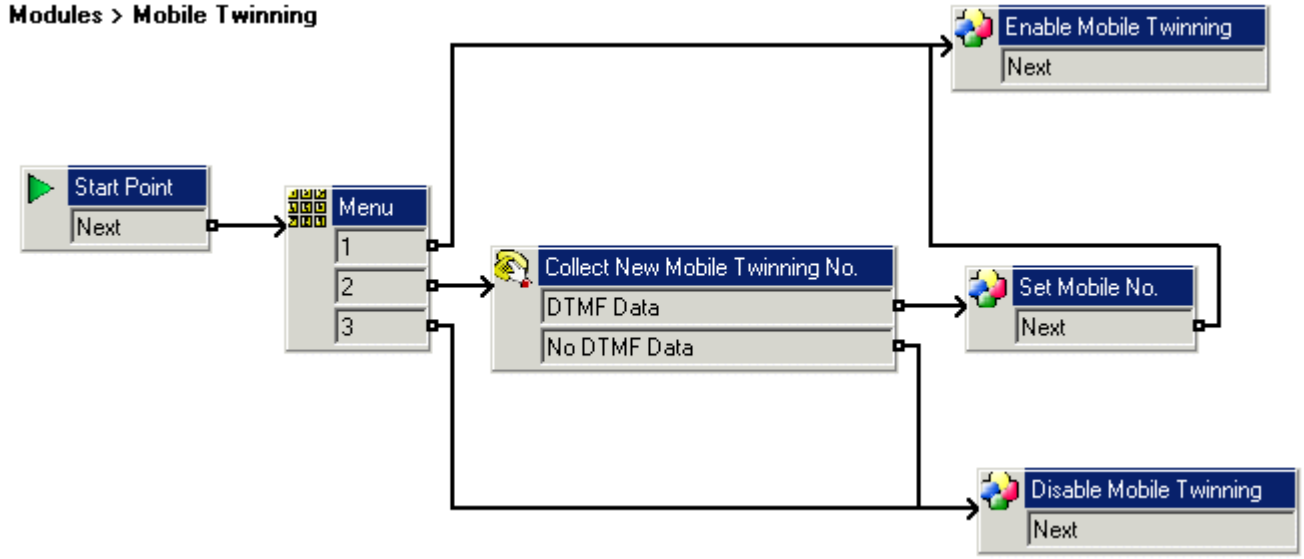
Within Voicemail Pro you can administer the mobile twinning features using call flows. Mobile twinning can be turned on or of and the external twinning number entered.

In a call flow the Generic action is used to control Mobile twinning. Within the Generic action details are entered in the specific tab. In the generic 'free format' field, the following syntax can be added.

- **CFG:Set MattR twinning_type Mobile**
  Used to turn the Mobile twinning on for the named extension ***MattR***. The extension number can be entered instead of the named extension. If mobile twinning has been previously used and then turned off, the previous mobile twinning number will become active.
- **CFG:Set MattR twinning_type Internal**
  Used to turn the Mobile twinning off for ***MattR***.
- **CFG:Set MattR mobile_twinning_number $KEY**
  Used to set the mobile twinning number.

9.6.1 Example Call Flow

This example creates a Voicemail Pro module that a user can use to turn Mobile Twinning on or off. They can also set their mobile number. The example sets the mobile twinning for extension 203.



To create the example call flow:

1. Create a new module called **Mobile Twinning**.
2. Add a menu action with the menu options 1,2 and 3. Add a prompt to tell the caller the options available.
3. The option to turn mobile twinning on needs to be added.
   - Click the **Basic Actions** icon and select **Generic**.
   - Change the token name to **Enable Mobile Twinning**.
   - Click the **Specific** tab.
   - Enter the command **CFG:Set 203 twinning_type Mobile**.
   - Click **OK**.
4. The option to turn mobile twinning off needs to be added.
   - Click the **Basic Actions** icon and select **Generic**.
   - Change the token name to **Disable Mobile Twinning**.
   - Click the **Specific** tab.
   - Enter the command **CFG:Set 203 twinning_type Internal**.
   - Click **OK**.
5. The ability to enter the mobile number needs to be added.
   - Click the **Telephony Actions** icon and select **Alphanumeric Collection**.
   - Change the token name to **Collect New Mobile Twinning No**.
   - Record an Entry Prompt to tell the user to enter their mobile twinning number.
   - Click **OK**.
6. An action needs to be added to set the mobile number.
   - Click the **Basic Actions** icon and select **Generic**.
   - Change the token name to **Set Mobile No**.
   - Click the **specific** tab.
   - Enter the command **CFG:Set 203 mobile_twinning_number_$KEY**.
   - Click **OK**.
7. The actions need to be connected and then the changes need to be made permanent.

Create a short code to test the call flow.

1. In IP Office Manager, add the following short code. This example uses ***90** but any short code can be used.

Field	Contains...
Code	*90
Feature	Voicemail Collect
Telephone Number	"Mobile Twinning"
Line Group ID	0
Locale	[leave blank]
Force Account Code	[leave blank]

2. Save and merge the configuration to the IP Office unit.
3. Test the short code by dialing ***90** from extension 203.
   - Press **1** to turn mobile twinning on for extension 203.
   - Press **2** to enter a new mobile twinning number for extension 203.
   - Press **3** to turn mobile twining off for extension 203.

9.7 Support for Outbound Contact Express

The Avaya Outbound Contact Express solution is designed for contact center agents who reach out proactively to customers and prospective customers. As a component in the Avaya Outbound Contact Express solution, Voicemail Pro provides the following support:

- Record calls 245.
- Perform Call Progress Analysis (CPA).
- Provide call flow and prompts to handle queuing messages. For details, see Predictive Call Script 145.
- Provide an option to customers to opt out of virtual calls. For details, see Predictive Call Script 145.
- Provide an option to customers to be included in the Do Not Call (DNC) list. For details, see Predictive Call Script 145.
- Play messages when:
  - no agents are available and the call is placed in a queue.
  - the call is answered by an answering machine.
  - an agent initiates a message by using an agent key.
  - an agent places the call on hold.
  - the call is a virtual agent call.

9.7.1 Messages

For Avaya Outbound Contact Express to play messages on the outbound calls, you must configure scripts using the Avaya Outbound Contact Express Supervisor Editor application. Each of such scripts invokes Voicemail Pro to play a specific message (identified by the message number) from the */opt/vmpro/Wavs/Modules/CPAPrompts* folder.

The following messages are delivered with the Avaya Outbound Contact Express solution by default:

Message Number	Description	Voice	Script Configuration	Recording
1	First outbound queue message.	Female	Pre-configured.	Pre-recorded.
2	Second outbound queue message.	Female	Pre-configured.	Pre-recorded.
3	Third outbound queue message.	Female	Pre-configured.	Pre-recorded.
4	Fourth outbound queue message.	Female	Pre-configured.	Pre-recorded.
5	Fifth outbound queue message.	Female	You must configure.	Pre-recorded.
6	Sixth outbound queue messagee).	Female	You must configure.	Pre-recorded.
7	Seventh outbound queue message.	Female	You must configure.	Pre-recorded.
8	Eighth outbound queue message.	Female	You must configure.	Pre-recorded.
9	First outbound queue message.	Male	Pre-configured.	Pre-recorded.
10	Second outbound queue message.	Male	Pre-configured.	Pre-recorded.
11	Third outbound queue message.	Male	Pre-configured.	Pre-recorded.
12	Fourth outbound queue message.	Male	Pre-configured.	Pre-recorded.
13	Fifth outbound queue message.	Male	You must configure.	Pre-recorded.
14	Sixth outbound queue message.	Male	You must configure.	Pre-recorded.
15	Seventh outbound queue message.	Male	You must configure.	Pre-recorded.
16	Eighth outbound queue message.	Male	You must configure.	Pre-recorded.
17	Message to play to an answering machine or the virtual agent message.	Female	Pre-configured.	You must record.
18	Message to play to an answering machine or the virtual agent message.	Male	Pre-configured.	You must record.
19	Message to play when an agent presses the default agent key F6.	–	Pre-configured.	You must record.

To add a new message, first create the message information in the Avaya Outbound Contact Express Supervisor Editor application using the Message Wizard. For details, see *Using Avaya Outbound Contact Express Supervisor*. Using the message slot number, you can then either record the message using telephone or upload a pre-recorded message to the Voicemail Pro server. For details, see Creating Messages 275.

To record messages, Voicemail Pro uses the default short code ***99;** which uses the *edit_messages* Voicemail Collect option and is defined as follows:

- **Short code:** *99;
- **Telephone Number:** "edit_messages" *(include quotation marks)*

- **Line Group ID:** 0
- **Feature:** Voicemail Collect

Note: You can also configure any other short code using the *edit_messages* Voicemail Collect option and use the short code to record the messages.

9.7.2 Hold Message

When an agent places a customer call on hold, Voicemail Pro plays a hold message to the customer. The hold message is played in loop with a pause of two seconds between two playbacks. Message number **0** (that is, */opt/vmpro/Wavs/Modules/CPAPrompts/0.wav*) is reserved as the hold message. If */opt/vmpro/Wavs/Modules/CPAPrompts/0.wav* is not present, silence is transmitted to the customer.

9.7.3 Agent-Initiated Messages

Agent key is a feature provided by the Avaya Outbound Contact Express solution. You can configure an agent key to play a specific message from the */opt/vmpro/Wavs/Modules/CPAPrompts* folder. For details on configuring agent keys, see the *Using Avaya Outbound Contact Express Supervisor* manual.

9.7.4 Virtual Agent Messages

Virtual agent is the concept of completing an outbound call without the involvement of an agent. The Dialer component of the Avaya Outbound Contact Express solution dials a call to a customer and when the customer answers the call, a specific message is played to the customer. After the message is played, the call is disconnected.

However, you can configure unique keys that the system prompts to the customer to press in order to opt out of a virtual agent call and be connected to an agent. For details, see Predictive Call Script 145.

9.7.5 Creating Messages

To add a new message, first create the message information in the Avaya Outbound Contact Express Supervisor Editor application using the Message Wizard. For details, see *Using Avaya Outbound Contact Express Supervisor*. Then, using the slot number generated for the message, you can then either record the message using telephone or upload a pre-recorded message to the Voicemail Pro server.

Creating a message using telephone

1. Dial the short code ***99#**. The system plays the message **Please enter list identification and hash. When finished, press hash**.
2. Enter the slot number assigned to the message and press **#**. For example, if the slot number is 6, press **6** and then **#**. The system plays the message **To hear the recording, press 1, to change the recording, press 2, to save the recording, press 3**.
3. Press **2**. The system plays the message **Start speaking after the tone, and press 2 when you are finished recording**.
4. Record the message and press **1**. The system plays the message **To hear the recording, press 1, to change the recording, press 2, to save the recording, press 3**.
5. Press **3**. The system plays the message **Saved**.

To import a pre-recorded message

1. Convert the message file to the Microsoft WAVE format (PCM, 16-Bit mono, 8 KHz) using a file conversion tool, for example, Audacity.
2. Rename the message file to *<slot_number>.wav*. For example, if the slot number is 6, rename the message file to *6.wav*.
3. Connect to IP Office Server Edition using an SSH file transfer tool.
4. Copy the WAVE file to the */opt/vmpro/Wavs/Modules/CPAPrompts* folder.

Note: The SSH file transfer tool copies the file to the */home/Administrator* folder. Log in to IP Office Server Edition as the root user and execute the *cp /home/Administrator/<xxx>.wav /opt/vmpro/Wavs/Modules/CPAPrompts* command to copy the *xxx.wav* file to the */opt/vmpro/Wavs/Modules/CPAPrompts* folder.

9.8 Managing the Disk Space

Each minute of a voicemail call recording can be between 0.5MB to 1Mb. Therefore, the voicemail server can accumulate large quantities of data quickly. For optimal performance of the voicemail system, you must ensure the availability of sufficient storage space on the disk. The following are some best practices that you can follow to manage the disk space efficiently:

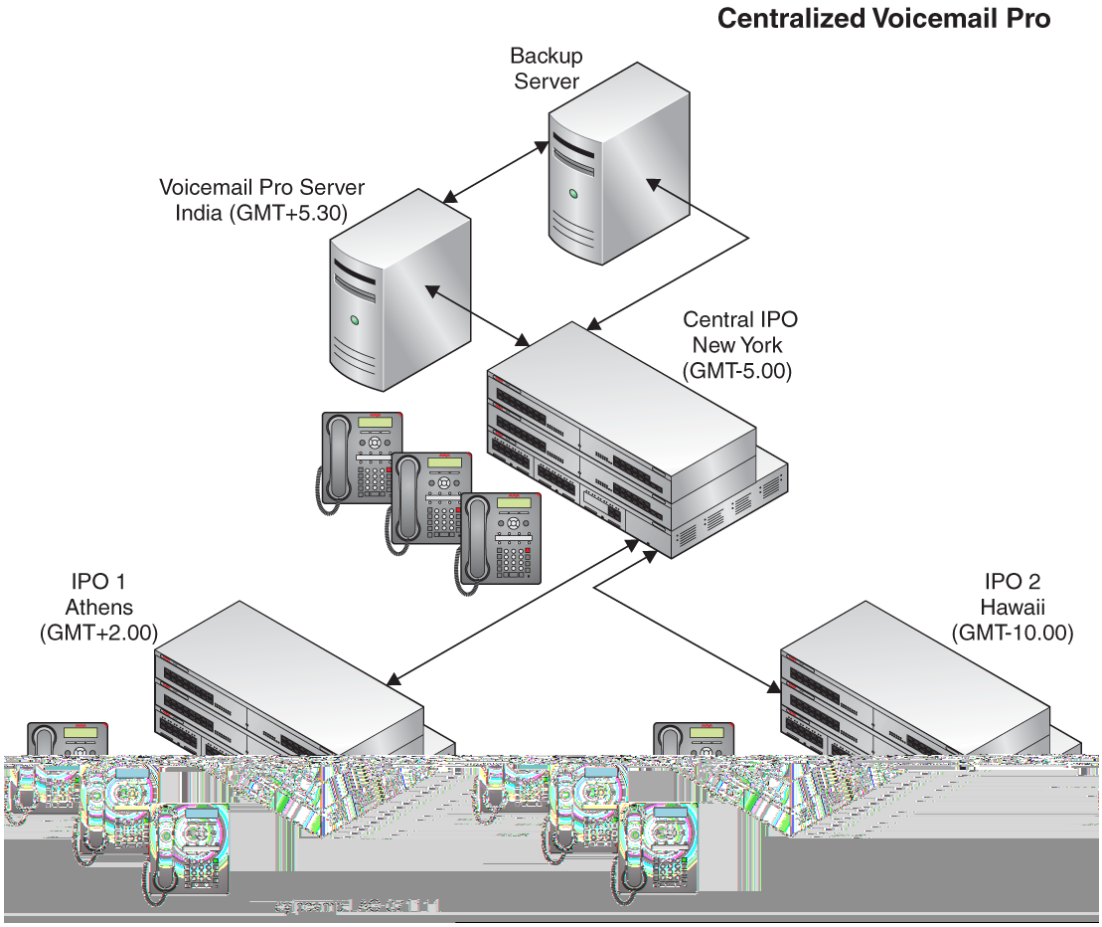
1. Configure the Voicemail Pro server housekeeping settings to delete messages and recordings automatically. For details, see Housekeeping.
2. Configure the backup files to be saved to a remote computer. For details, see Backup and Restore 52.
3. Configure the SNMP alarm to indicate low disk space at an appropriate threshold level. For details, see SNMP Alarm .

9.9 International Time Zone support

The International Time Zone (ITZ) support is available on the Central Voicemail Pro server, and the Distributed Voicemail Pro servers that are connected to the IP Offices located in different time zones across the globe. With the International Time Zone support enabled on the Central Voicemail Pro server, users of IP Offices located across the globe receive messages in their voicemail system with their respective local timestamp.

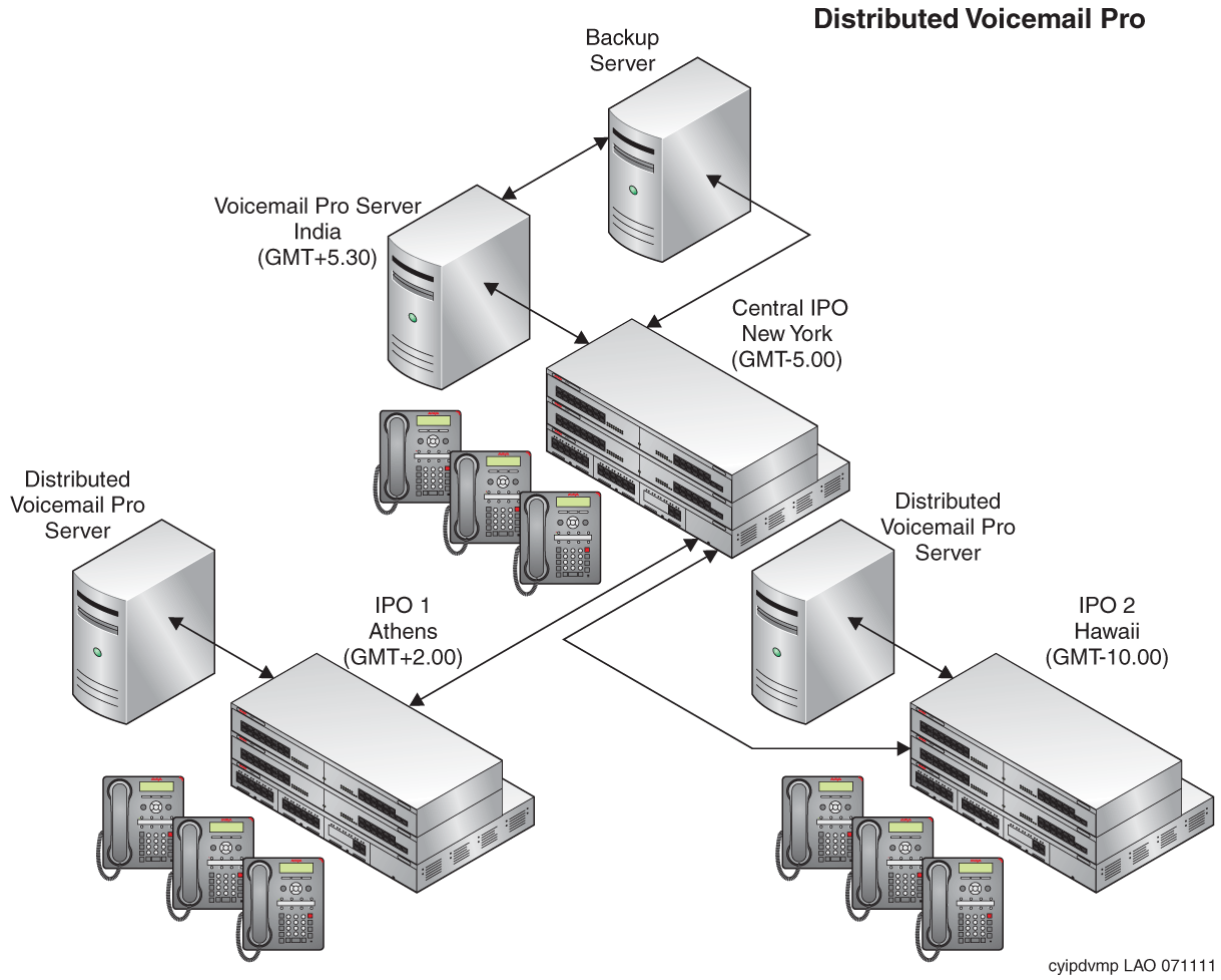
Note: UTC (Coordinated Universal Time) is the time standard that regulates world clocks and time. Computer servers, online services, and other entities that rely on having a universally accepted time use UTC.

- **Centralized Voicemail Pro setup**
  Sample scenario: Three IP Offices, located in different time zones, connect to each other. Two of the IP Offices, located in different geographical locations, connect to the central IP Office. The Voicemail Pro server connects to the central IP Office. The system stores the voicemail messages on the Centralized Voicemail Pro. Each IP Office is set up to use Simple Network Time Protocol (SNTP) or "None" as a time source.



- **Distributed Voicemail Pro setup**

Sample scenario: Three IP Offices, located in different time zones, connect to each other. Two of the IP Offices, located in different geographical locations, connect to the central IP Office. The central IP Office connects to a central Voicemail Pro server and the other IP Offices connect to the Distributed Voicemail Pro servers. Each IP Office is set up to use SNTP or "None" as a time source.



Note: As specified in the Distributed Voicemail Pro setup and the Centralized Voicemail Pro setup scenarios, set the time source of the IP Office network to SNTP or "None". If you use **Voicemail Pro** as the time source for any IP Office system in the network, the Centralized Voicemail Pro reverts to use the local time to calculate time.

International Time Zone Scenarios

The various scenarios in which the International Time Zone support capability functions work on the Voicemail Pro servers are:

Call Answering

When you call a user located in a different time zone and leave a message in the mail box of the user, the system calculates the time stamp associated with the call answering using the UTC time and the local offset time of the IPO where the user receiving the message is located.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call another user on IPO2 where the time is 2:00 (UTC - 10:00) and leave a message for the user on IPO2. The system stores the message on the Voicemail Pro located in a time zone where the time is 17:30 (UTC + 5:30). Even though the system stores the messages in the Voicemail Pro server, the system states the time as 2:00 (UTC - 10:00) and not 17:30 (UTC + 5:30).
- **Note:** If a user is hot desking on an IPO2 that is in a different time zone than the home IPO1, the system uses the offset time set on IPO1.

Clock Action

When you invoke a Clock Action configured on a Voicemail Pro server, the Clock Action reports the time based on the time zone where you are located and not the time where the Voicemail Pro server is located.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You invoke a Clock Action configured on a Voicemail Pro server where the time is 17:30 (UTC + 5:30). The system states the time as 14:00 and not as 17:30.

- **Note:** In a Distributed Voicemail Pro server setup, International Time Zone support capability functions similar to the Centralized Voicemail Pro server setup.

Call Recording

The system calculates the time stamp associated with the call recording using the UTC time and the local offset time of the IPO where the recording was initiated.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00) and record a call. The system stores it in the in the mail system on a Voicemail Pro server where the time is 17:30 (UTC + 5:30). The system states the recorded time of the call as 14:00 (UTC + 2:00) instead of 17:30 (UTC + 5:30).

Campaign Recordings

When you record a campaign, the system calculates the time stamp associated with a campaign recorded response using the UTC time and the local offset time of the IPO where the campaign response was recorded.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call and record a campaign response. When the system stores the message in the Centralized Voicemail Pro server, the system displays the time as 17:30 (UTC + 5.30). With International Time Zone support, the system states the recorded time as 14:00 (UTC + 2:00) instead of 17:30 (UTC + 5:30).

Week Planner Condition

When you design a call flow and store it on the Centralized Voicemail Pro that contains a Week Planner Condition set for a particular time, the system checks the Week Planner Condition based on the time zone in which you are located and not based on the time where the Centralized Voicemail Pro is located.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call a user located in a different time zone where the time is 2:00 (UTC - 10:00). If the user has set the Week Planner Condition to 02:00 (UTC - 10:00) and call flow is on a Centralized Voicemail Pro server where the time is 17:30 (UTC + 5:30), the call flow condition is based on the time zone of the user and not of the Voicemail Pro server where the system stores the call flow.
- **Note:** In the Distributed Voicemail Pro server setup, International Time Zone support capability functions similar to the Centralized Voicemail Pro server setup.
- **Note:** If you had adjusted the time programming to accommodate the time offset of a user in previous versions of Voicemail Pro, those adjustments need to be removed because Voicemail Proautomatically takes into account the time offset of the user.

Hunt Groups

When you leave a message in a Hunt Group mailbox, the system calculates the time stamp associated with the call answering using the UTC time and the local offset time of the IPO where the Hunt Group receiving the message is located.

Irrespective of the offset time set on the IP Office switches, where the users of that Hunt group are located, the time stamp associated with the messages in the Hunt Group is always based on the offset time set on the IP Office to which the Hunt Group belongs.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call a Hunt Group2 on IPO2 where the time is 02:00 (UTC - 10:00) and leave a message on the Centralized Voicemail Pro where the time is 17:30 (UTC + 5:30). Even though the system stores the messages in the Centralized Voicemail Pro server, the system states the time as 02:00 (UTC - 10:00) and not 17:30 (UTC + 5:30).
- **Note:** In the Distributed Voicemail Pro server setup, International Time Zone support capability functions similar to the Centralized Voicemail Pro server setup.

Distribution List

When you send a message through a distribution list, the time stamp associated with the recording in the mailbox of each of the recipient is the UTC and the local time offset of the IP Office to which the recipient belongs.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). When you send a message through a distribution list to all the users on IPO2 where the time is 02:00 (UTC - 10:00), the system stores the messages on the Centralized Voicemail Pro where the time is 17:30 (UTC + 5:30). The time stamp associated with the recording is the time of the IPO2 02:00 (UTC - 10:00), to which all the recipients in the distribution list belong.
- **Note:** In the Distributed Voicemail Pro server setup, International Time Zone support capability functions similar to the Centralized Voicemail Pro server setup.

Upgrade

When you upgrade Voicemail Pro to a version that supports international time zones, the system automatically updates the time stamp associated with recordings created prior to the upgrade to use UTC and the appropriate offset. However, this rule does not apply to the time stamp associated with campaign recorded prior to the upgrade.

Outcalling

You can configure your mailbox such that when you receive a new message, the system generates a call on a pre-configured destination. The destination can be your desk number or an external number—telephone or mobile. For detailed information on configuration, see Setting the Outcalling System Preferences.

The Voicemail Pro server checks the configured time spans against the local time of the user (UTC + local time offset).

When you receive a new message in your mailbox, Voicemail Pro uses the local time, which is the UTC time and the offset time of the user, to compare with the configured outcalling time. The comparison between the local time and the outcalling time determines the destination of the outcalling.

- **Example:** In a setup where the IPO is in time zone 14:00 (UTC + 2:00) and Voicemail Pro server is in time zone 17:30 (UTC + 5:30). You are on IPO1 and have configured outcalling for a desk number during 13:00 to 15:00. When you receive a message at 14:00 (UTC + 2:00) IPO1 time, Voicemail Pro server initiates the outcalling even if the time of the Voicemail Pro server is currently 17:30 (UTC + 5:30) and outside of the time span you have set.
- **Note:** If you had adjusted the time programming to accommodate the time offset of the user in previous versions of Voicemail Pro, those adjustments should be removed because Voicemail Pro automatically takes into account the time offset of the user.

Alarm Set

You can configure Voicemail Pro to match the alarm time with the time zone where you are located. When you set an alarm on your telephone, Voicemail Pro automatically matches the alarm time with the local time of the user.

- **Example:** In a setup where IPO1 time is 14:00 (UTC + 2:00) and the time of the Voicemail Pro server is 17:30 (UTC + 5:30). You, on IPO1 have set an alarm for 14:30. The system triggers the alarm when the time on the IPO1 is 14:30 and not when the time on the Voicemail Pro server is 14:30.

Incoming VPNM message

When you leave a VPNM message in a mailbox, the system calculates the time stamp associated with the call answering using the UTC time and the local offset time of the IPO where the mailbox receiving the message is located.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). When you receive a message that is sent as a VPNM message, from a user on IPO2 where the time is 02:00 (UTC - 10:00) and the message remains on the Centralized Voicemail Pro where the time is 17:30 (UTC + 5:30). The system stamps the message with the time associated with IPO1 14:00 (UTC + 2:00).

E-mail reading

When you use Voicemail Pro TTS to read e-mails, the system calculates the time stamp associated with an e-mail using the UTC time and the local offset time of the IPO to which the recipient belongs.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You receive an e-mail. When reading the e-mail, the time stamp that the system plays back is the UTC time and the local time offset of IPO1 (14:00 - UTC + 2:00).

Chapter 10.
Using Web Management

10. Using Web Management

For Voicemail Pro running on a Linux based server, a range of voicemail server configuration can be performed through the web management menus of that server. This applies to the Unified Communications Module, IP Office Server Edition and IP Office Application Server.

- **Voicemail Server Preferences** 283
- **Custom Prompt File Management** 295
- **Backup and restore voicemail settings and messages** 299
- **Download the Voicemail Pro client** 300

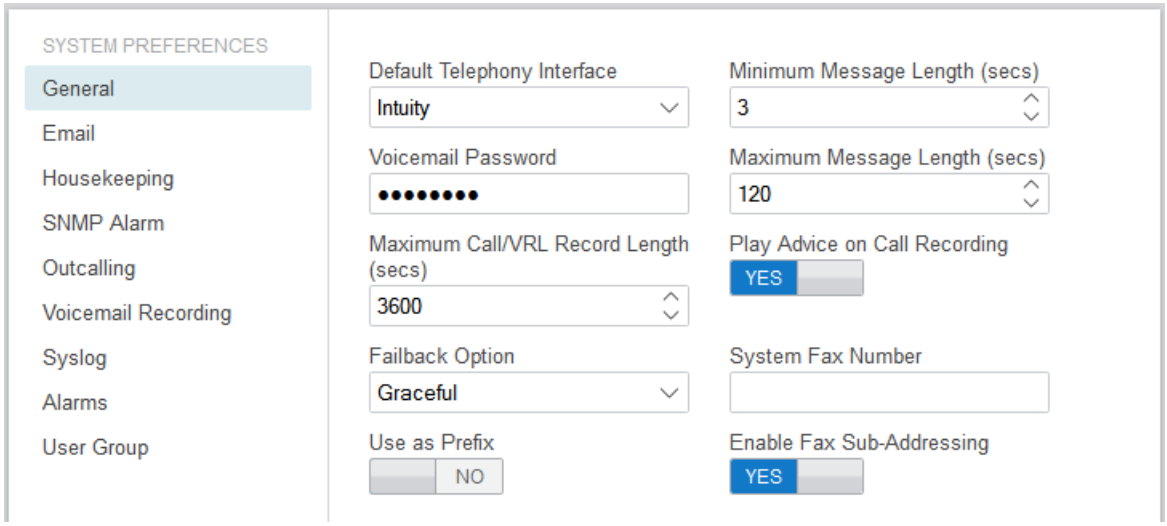
10.1 Configuring Server Preferences

To change Linux server preferences:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - System Preferences**.
3. Select the require set of system preferences from the list on the left.
4. After making any changes, click **Update**.
5. When asked to confirm the changes, click **Yes**.

10.1.1 General

This set of preferences cover general options for the voicemail server operation.



- **Default Telephony Interface:** *Default = Intuity*
  Use this field to select the mailbox operation mode for all mailboxes. The available options are ***IP Office*** 204 mode and ***Intuity*** 203 emulation mode.
- **Voicemail Password:** *Default = Blank*
  The password set here must match the **Voicemail Password** configured in the IP Office security settings.
- **Client/Server Connection Timeout (mins):** *Default = 5 minutes.*
  Show for the Voicemail Pro client only. As the server only supports one connected client at a time, this field sets a timeout period for an inactive client to be automatically logged out.
- **Min. Message Length (secs):** *Default = 0 seconds (in IP Office mode) and 3 seconds (in Intuity mode).*
  Use this field to set a restriction on the minimum length for a message. The minimum value that you can set is 0 seconds, and the maximum value is 10 seconds. Messages shorter than the minimum length are deleted immediately. In IP Office mode, this field is unavailable.
- **Max. Message Length (secs):** *Default = 120 seconds.*
  Use this field to set a restriction on the maximum length for a message. The maximum value that you can set is 3600 seconds (60 minutes).
- **Failback Option:** *Default = Graceful*
  Use this field to configure the mode of failback operation in a voicemail system with a backup Voicemail Pro server.
  - **Manual**
    The system administrator has to initiate the failback operation.
  - **Graceful** *(Default)*
    The backup server initiates the failback operation immediately after all the active voicemail calls on the backup server come to an end.
  - **Automatic**
    The backup server initiates the failback operation immediately after the specified timeout period or after all the active voicemail calls on the backup server come to an end, whichever occurs first. If you select **Automatic Failback**, set a timeout (maximum 60 minutes) for the failback operation.
- **Max. Call\VRL Record Length (secs):** *Default = 3600 seconds.*
  Use this field to set a restriction on the maximum recording length for the calls. The minimum value that you can set is 5 seconds. The maximum value that you can set is 18000 seconds (300 minutes).

- **Play Advice on Call Recording:** *Default = On*
  Use this check box to set whether to play an advice warning to the callers when their calls start getting recorded. It is a legal requirement in some countries to inform the callers before recording their calls, and so confirm before you clear this check box.
- **System Fax Number:** *Default = Blank*
  Use this field to set the number of the fax machine to which all incoming faxes are to be directed. If you are using a fax board, the number that you enter must match the extension number that is connected to the fax board of the fax server computer. For details, see Setting the Voicemail Pro System Fax Number 350.
  - Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. As the system administrator, you still need to set a system fax number to enable mailbox owners to override it with their preferred personal fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to the mailbox owner's personal fax number, if one has been set. For details, mailbox owners can refer *Avaya IP Office Using Voicemail Pro in Intuity Mode* (15-601130).
  - If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number in the **System Fax Number** box. Instead type the number to use as a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example, if the prefix is 55, a fax message for extension 201 would have the prefix of 55 automatically added so that the complete number becomes 55201.
- **System Fax Number**
  By default, fax detection is not enabled when Voicemail Pro is first installed. When fax detection is enabled, any fax calls that are left in a voicemail mailbox, are redirected to this system fax number.
  - **Use as a Prefix**
    If your fax system does not use prefix addressing, leave this box unchecked. For this feature to work, you also need to set up a short code.
  - **Enable Fax Sub-Addressing**
    Most fax servers perform fax forwarding based on DTMF signaling received with the fax call. Select the **Enable Fax Sub-Addressing** check box so that the DTMF signal is passed to the fax server after the call has been answered so that the fax can be forwarded to the e-mail address of the intended recipient.

10.1.2 Email

These preferences are used for email functions. Even if MAPI or EWS is selected, SMTP is still used for the exchange of information between voicemail servers in the same customer network.

- **Enable MAPI/EWS**
  This field is used to set the method of integration with Microsoft Exchange. The fields for configuring that method are then shown.
  - ***None***
    No connection to a customer Exchange server.
  - ***MAPI***
    Select MAPI as the method of connection to the customer Exchange server. Supported for Exchange 2007.
  - ***EWS***
    Select Enterprise Web Service as the method of connection to the customer Exchange servers. EWS is supported with Exchange 2010 and Exchange 2013 servers.

MAPI Service

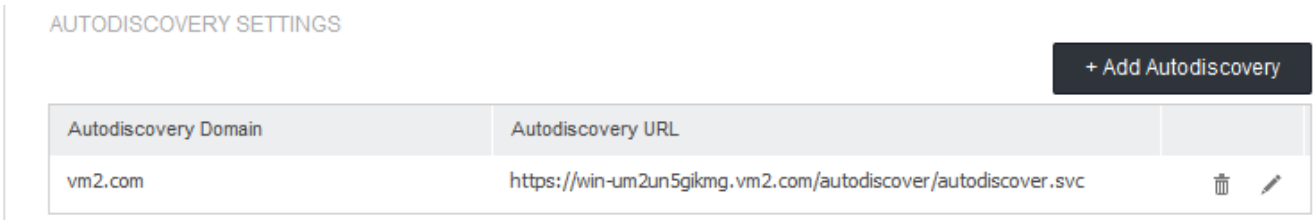
These settings are shown when **Enable MAPI/EWS** is set to ***MAPI***.

These settings indicates the Windows server onto which the Voicemail Pro MAPI proxy has been installed. The installer for the MAPI proxy can be downloaded from the **App Center** pages of the Linux server's platform menus.

- **Address**
  Enter the IP address or fully qualified domain name of the server onto which the MAPI proxy has been installed.
- **Port**
  Set the address to use for connection to the MAPI client. The default is 50792.

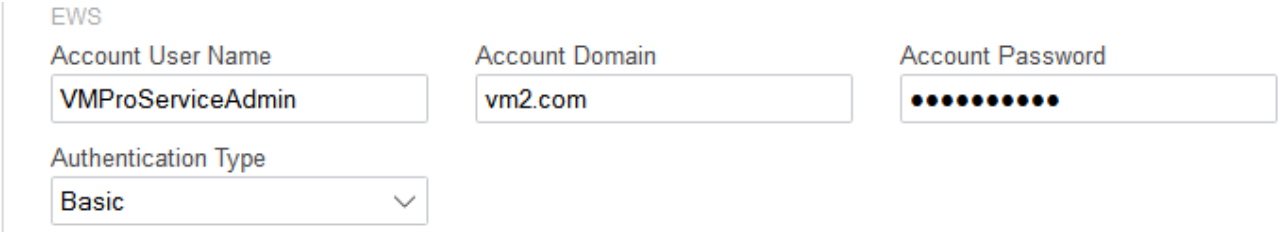
AUTODISCOVERY SETTINGS

These settings are shown when **Enable MAPI/EWS** is set to ***EWS***. They allow entry of the email domains in which the voicemail server should look for Exchange servers running EWS. See Exchange Server Integration 366.



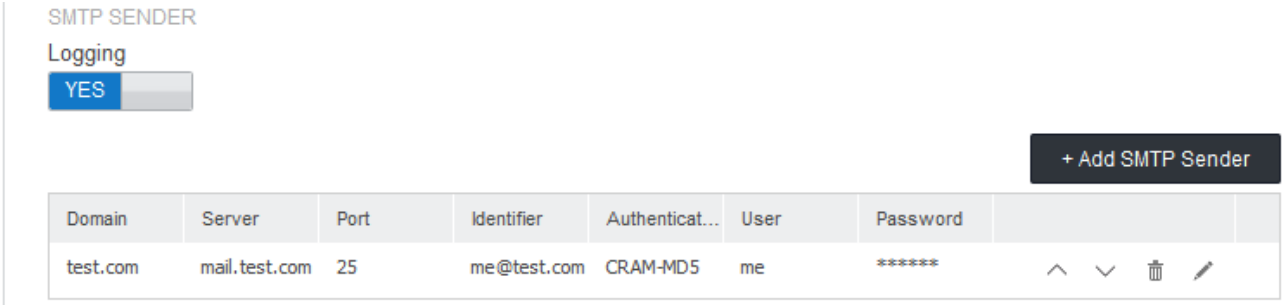
EWS

These settings are shown when **Enable MAPI/EWS** is set to ***EWS***. They set the account details required for the voicemail server to connect with the Exchange servers using EWS. See Exchange Server Integration 366.



SMTP SENDER

These settings are used for the sending of SMTP emails. There can be multiple entries, with the entry matching the senders email address domain used or the first entry if not match occurs. The first entry in the list is also used for information exchange with other voicemail servers.



- **Logging**
  If selected, SMTP logging 374 by the server is enabled.
- **Servers**
  This section is used to enter details of the SMTP server or servers to which the Voicemail Pro server sends its messages. Click on the **+** icon to add another entry using the settings below. The **^** and **v** icons can be used to adjust the order of the entries when several SMTP servers are specified.
  - **Mail Domain**
    This field is used differently depending on whether it is the first entry in the list or not:
    - **For the first server entry in the list:**
      This is the default outgoing e-mail setting. It also sets the mail destination domain on which the Voicemail Pro server filters incoming messages (see below) and so is repeated on the **SMTP Receiver** 181 tab.
    - **Messaging Between Voicemail Servers**
      For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example ***vmpro1.example.com***. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either by ***vmsyncmaster***, ***vmsyncslave,*** or the name or extension of a mailbox on the Voicemail Pro server, for example ***Extn201@vmprocentral.example.com*** or ***201@vmprocentral.example.com***.
    - **For subsequent entries:**
      The domain specifies that these settings should be used for e-mails sent to the matching domain. The entry must be a fully-qualified name resolvable by DNS or an IP address.
  - **Server**
    This specifies the IP address or fully-qualified domain name of the SMTP server to which messages are sent. Voicemail Pro supports SMTP communication over both SSL/TLS and plain text.
    - **For the first server entry in the list:**
      Where messaging between Voicemail Pro servers is being used (central, backup and or distributed servers), the first entry is used and will match the domain set above.
    - **For subsequent entries:**
      It will be the address of the e-mail server that will handle e-mails for recipients other than another Voicemail Pro server on the network.
  - **Port Number**
    This is the port number on the SMTP server to which the messages are sent. Port number for an external SMTP server can be different depending on whether you want to send the messages in secure mode or non-secure mode.
  - **Sender** (**Identifier**)
    Note that some servers will only accept e-mails from a specific sender or sender domain. If left blank, the Voicemail Pro server will insert a sender using either the e-mail address set for the voicemail mailbox user if set or otherwise using the best matching name it can resolve from the IP Office.
  - **Server Requires Authentication**
    This check box indicates whether the connection to send SMTP messages to the mail server requires authentication with that server. The authentication will typically be to the name and password of a mailbox account configured on that server.
    - **Account Name**
      Sets the name to use for authentication.

- **Password**
  Set the password to use for authentication.
- **User Challenge Response Authentication (Cram MD5)**
  If this check box is selected, the name and password are sent using Cram MD5.

SMTP RECEIVER

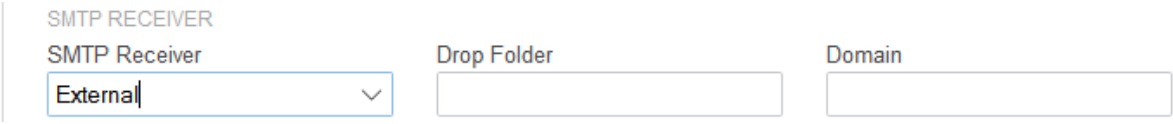
These fields are used to configure where the voicemail server should check for incoming SMTP emails.

- **Internal** 181
  The Internal setting can be used when the Voicemail Pro server should check the appropriate account on an SMTP server for waiting messages. The server settings will be pre-populated using the entries from the **SMTP Sender** form. Use this option for Voicemail Pro servers running on the IP Office Application Server server.

    - **Distributed/Primary/Backup Voicemail**
      This is the option that should be used when the Voicemail Pro server is running on an IP Office Application Server as either one of the distributed Voicemail Pro servers or as a server in a primary/backup server pairing.

  - **Port**
    This is the port on which the Voicemail Pro server listens for incoming messages. The default is 25.
  - **Domain**
    This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the **SMTP Sender** 178 tab.

    - **Messaging Between Voicemail Servers**
      For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example ***vmpro1.example.com***. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either by ***vmsyncmaster***, ***vmsyncslave,*** or the name or extension of a mailbox on the Voicemail Pro server, for example ***Extn201@vmprocentral.example.com*** or ***201@vmprocentral.example.com***.



- **External** 181
  Use this option when the Voicemail Pro server is on a server where it co-exists with a third-party SMTP application, for example an IIS server with SMTP enabled. The **External** setting should be used when the Voicemail Pro server should check the mail drop folder on a local SMTP server for SMTP e-mail messages. For example, when there is an IIS server with SMTP enabled on the same server computer as the Voicemail Pro server.

    - **Distributed or Primary/Backup Voicemail**
      This is the option that should be used if the Voicemail Pro server is a Windows-based server deployed as either one of the distributed Voicemail Pro servers or as a server in a primary/backup server pairing.

  - **Port**
    This is the port on which the server receives incoming SMTP e-mails.

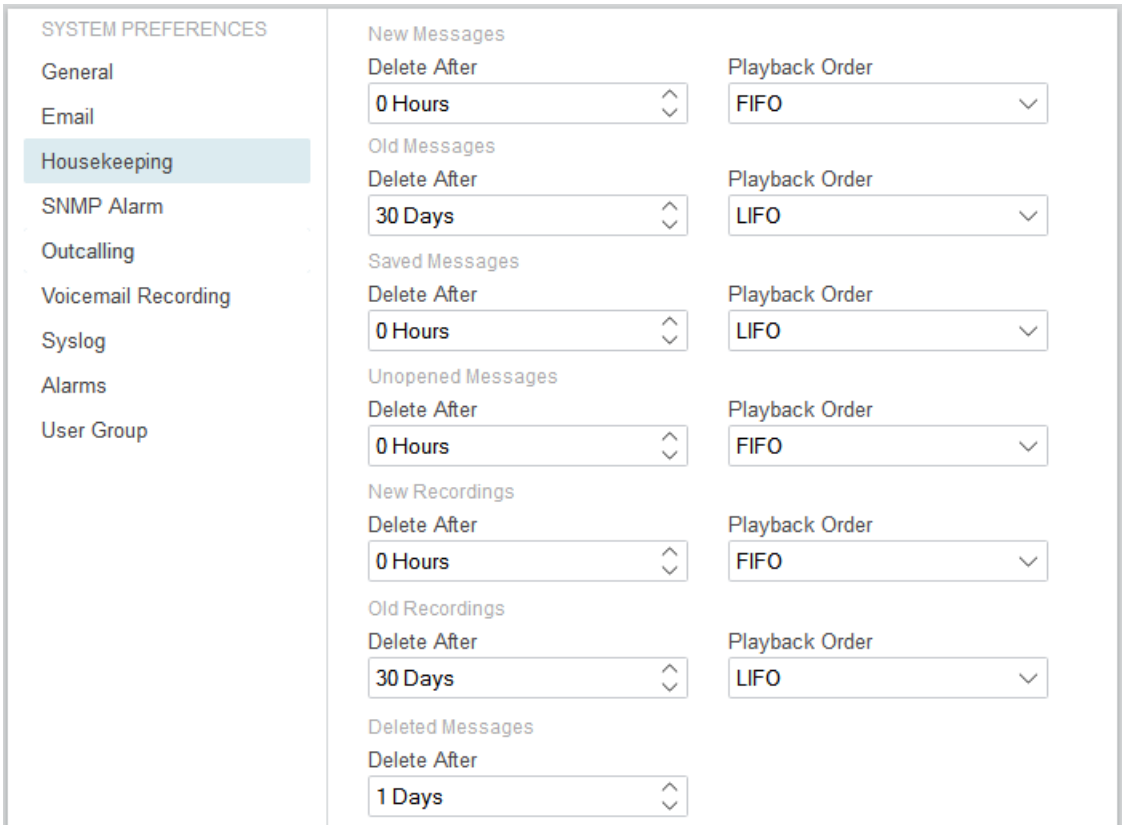
  - **Domain**
    This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the **SMTP Sender** 178 tab.

    - **Messaging Between Voicemail Servers**
      For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example ***vmpro1.example.com***. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either by ***vmsyncmaster***, ***vmsyncslave,*** or the name or extension of a mailbox on the Voicemail Pro server, for example ***Extn201@vmprocentral.example.com*** or ***201@vmprocentral.example.com***.

10.1.3 Housekeeping

These preferences are used to:

- Set the duration after which voicemail server automatically deletes different types of messages and recordings.
- Set the default playback order for the different types of messages and recordings.



Housekeeping Preferences:

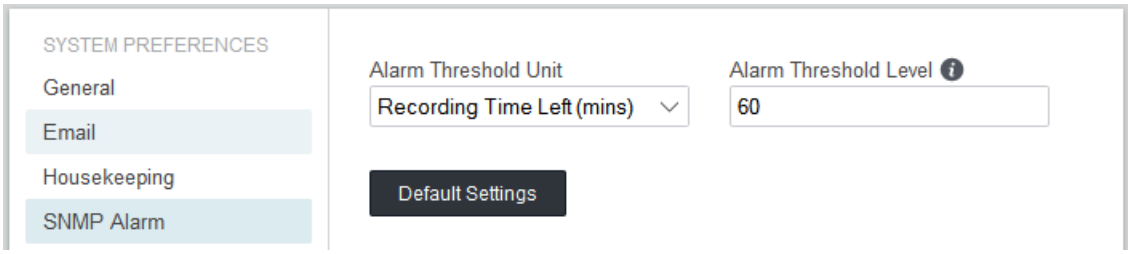
- **Delete After**
  Under **Delete after**, set the time, in hours, after which you want the respective messages to be deleted automatically. A value of ***0*** disables automatic deletion (except for **Deleted messages**, where a value of ***0*** means immediate deletion). The actual deletion is performed during the next idle period, that is, when there are no calls to or from the Voicemail Pro server.
- **Playback Order**
  Under **Playback Order**, set the order of playback for the respective message types. The available options are First in-First out (***FIFO***) and Last in-First out (***LIFO***). ***FIFO*** is the default option.
- **Message Type**
  The following are the different categories of messages that the housekeeping settings apply to:
  - **New messages**
    This status is applied to messages where neither the header nor the message content has been played.
  - **Old messages**
    This status is applied to messages where the user has played the message content but has not marked the message as saved.
  - **Saved messages**
    This status is applied to messages that have been marked as saved by the user.
  - **Unopened messages**
    This status is used for messages where, in Intuity emulation mode, the user has played the message header but has not played the message content.
  - **New recordings**
    This status is used for recordings that have not been played.
  - **Old recordings**
    This status is used for recordings that have been played.
  - **Deleted messages**
    This status is used for messages that have been marked as deleted through mailbox access. This setting is also used for messages that have been forwarded to an Exchange server.

10.1.4 SNMP Alarm

The IP Office system can be configured to generate alarms. These alarms can be sent from the IP Office using SNMP, SMTP e-mail or Syslog alarm formats. The voicemail server preferences set the levels at which the server indicates to the IP Office to send an alarm.

For Voicemail Pro Server Edition, the IP Office system also sends SNMP alarms based on the percentage of the available free space of the total disk space. Those SNMP alarms are:

- **Disk State Critical -** Free disk space is less than 5%
- **Disk State OK -** Free disk space is between 5 to 10%
- **Disk State Free -** Free disk space is greater than 10%
- **Disk State Stop Recording -** Free disk space is 0.



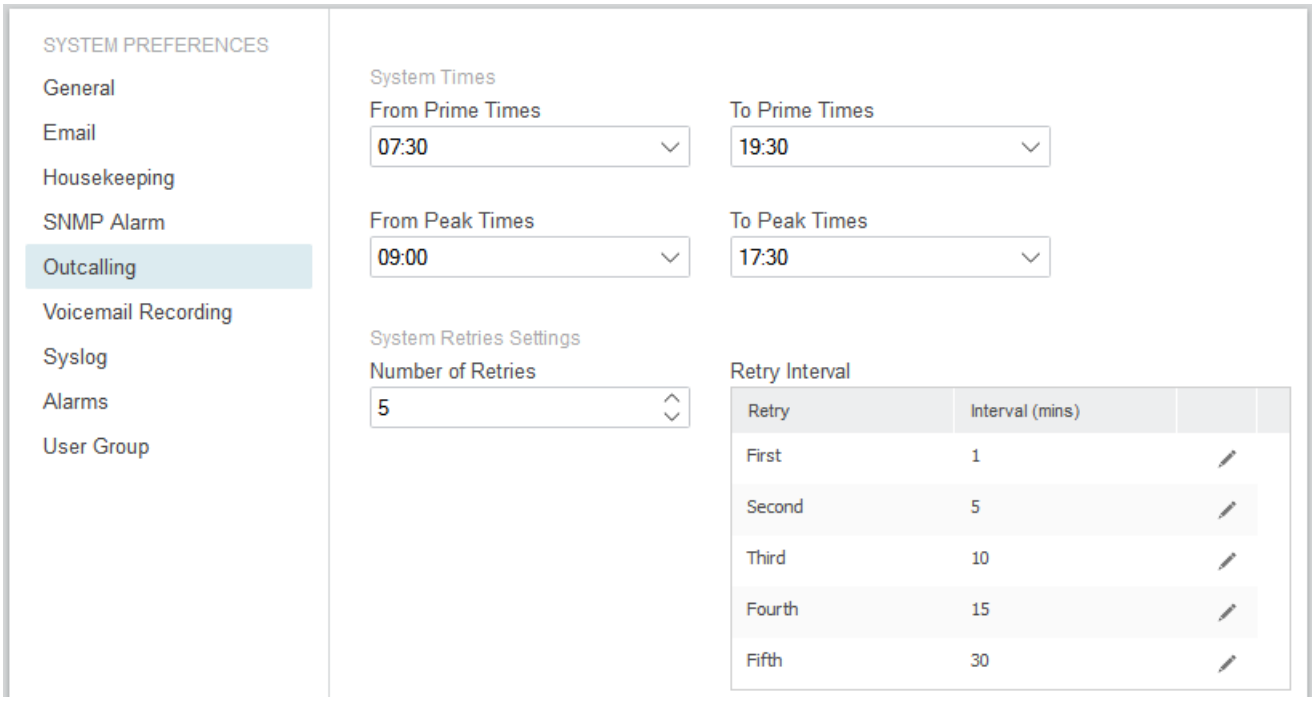
SNMP Alarm Preferences:

- **Alarm Threshold Unit**
  Under **Alarm Threshold Unit**, select either **Disk Space Left (MB)** or **Recording Time left (minutes)**.
- **Alarm Threshold Level**
  In the **Alarm Threshold Level** field, enter the number of units (minutes or MB) at which SNMP alarms are to be triggered. The minimum value that you can enter is 11. In addition to this alarm, the following additional alarms are also set based on the **Alarm Threshold Level**:
  - **Space OK Alarm**
    This alarm is triggered when the amount of available space returns to above a level set at *Alarm Threshold Level plus 30*.
  - **Critical Alarm**
    This alarm is set at 30. If the **Alarm Threshold Level** is set at less than 40, the critical alarm is set at *Alarm Threshold Level minus 10*. Note that the critical alarm value decreases if you decrease the Alarm Threshold Level, but the critical alarm value does not increase if you increase the Alarm Threshold Level. So, the critical alarm value keeps on decreasing and remains set at the least value that it takes. To reset the critical alarm back to 30, click **Default Settings**.
- **Default Settings**
  To return to the default alarm settings, click **Default Settings**. The Alarm Threshold Level is reset to 60. The Space OK level is reset to 90. The Critical Alarm level is reset to 30.

10.1.5 Outcalling

The outcalling preferences in Voicemail Pro are defaults for global operation. Mailbox owners can configure their own outcalling options from their telephone, for example, create their own time profile. You can also view and edit those individual user settings, see Mailbox Outcalling Settings 228.

This tab is not shown if outcalling has been disabled, see below.

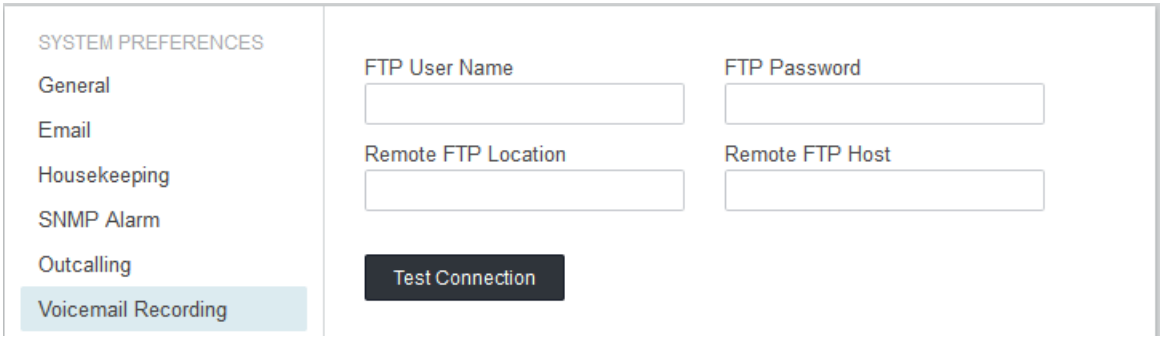


Outcalling Preferences:

- **System Times**
  These fields set the define start and end times for two different time categories. The individual users can then select whether they want outcalling used during those time periods rather than having to manually define their own times for outcalling.
  - **Prime Times**
    The time period that outcalling is to be active as default for the system.
  - **Peak Times**
    The busiest working hours.
- **System Retry Settings**
  Set the default frequency for outcalling retries.
  - **Number of Retries**
    The **Number of Retries** can be between 0 and 10. If the message is not collected after the last retry, no notification is sent until another new message is delivered in the user's mailbox.
  - **Retry Interval**
    The **Retry Interval** for each successive retry. The interval is the length of time between each attempt to connect to the target number again. The 6th to 10th retries use the default retry interval.

10.1.6 Voicemail Recording

These preferences are used to configure an SFTP connection from a Linux-based voicemail server to the server running Call Recorder for IP Office or ContactStore for IP Office. Before you configure the settings, you must have a pre-configured SFTP server running on the destination server.

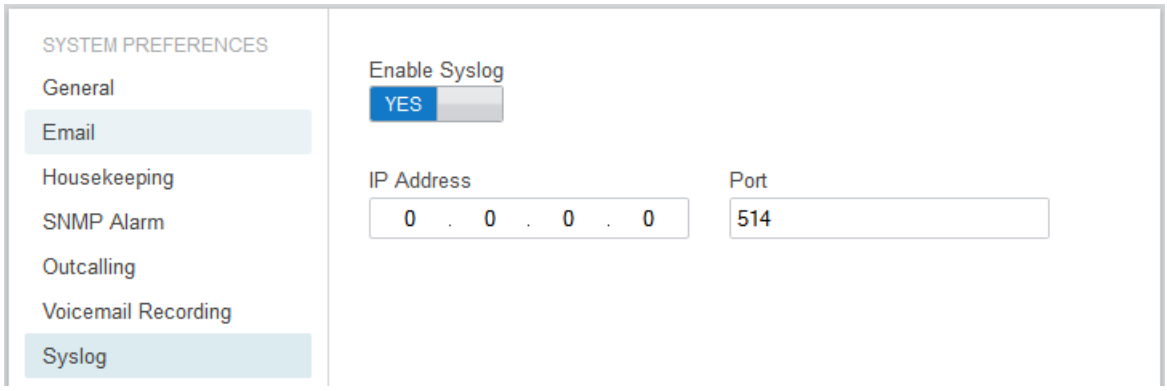


Voicemail Recording Preferences:

- **FTP User Name**
  Set the user name for access to the remote SFTP server.
- **FTP Password**
  Set the password for access to the remote SFTP server.
- **Remote FTP Location**
  Enter the file path for the files on the target server. This is a sub-path to the remote servers root folder.
- **Remote FTP Host**
  Set the address (IP address or fully qualified domain name) of the target server.
- **Test Connection**
  When clicked, the server will test the connection using the current settings and report the results.

10.1.7 Syslog

Use the **Syslog** tab to configure the voicemail server to write syslogs records to a syslog server. The records can include alarms, events and changes in operation of the voicemail server.



Syslog Preferences:

- **Enable Syslog:** *Default = Off*
  Select whether the voicemail server should send Syslog records.
- **IP Address:**
  Set the IP address of the destination Syslog server.
- **Port:** *Default = 514*
  Set the UDP port on which the destination server is known to listen for incoming Syslog reports.

10.1.8 Alarms

The voicemail server can be configured to make alarm calls to users. This is done by directing a caller to an **Alarm Set** 151 action in a callflow. As an administrator, you can also view the alarms that have been set and also edit those alarms. You can also manually add additional alarms.

Alarms can also be viewed and edited using the Voicemail Pro client 46.

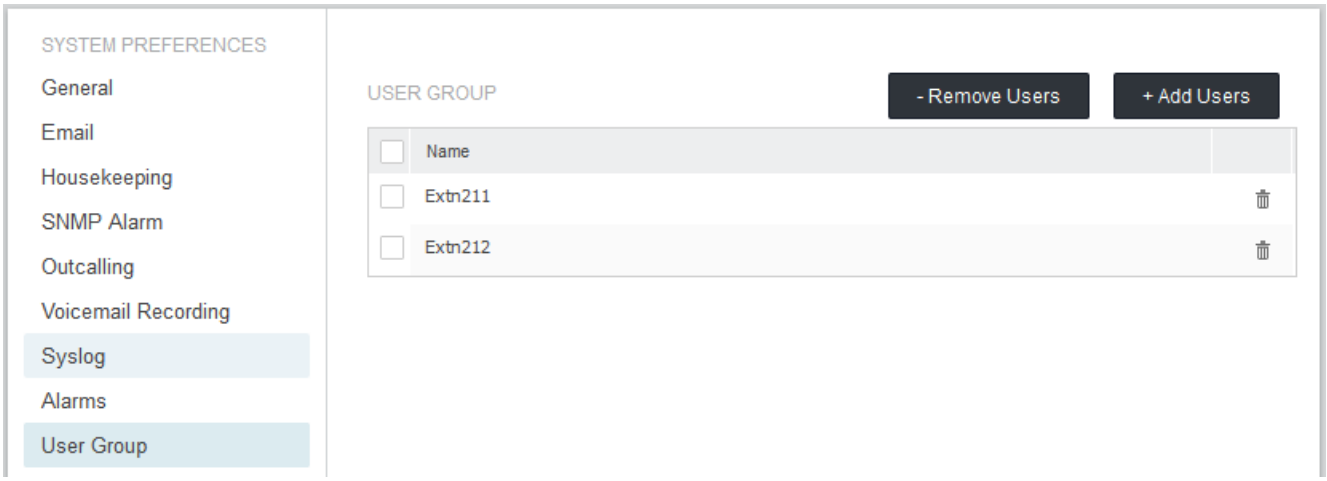
- The Voicemail Pro is limited to 2 outgoing alarm calls at the same time (subject to voicemail port availability). Any additional alarm calls are delayed until the existing alarm calls have been completed.

Alarm Settings:

- **Time (hh:mm)**
  Set the alarm time in 24-hour format (*hh:mm* or *hhmm*). A time value can be entered or a call variable 80 can be used. If left blank or if the call variable used is not a valid time value, the call flow user will be asked to enter a time the same as if **Ask Caller** was selected.
- **Frequency**
  Sets how often the alarm should occur. The options are ***Single***, ***Daily*** or ***Weekly***. A variable with value 1, 2 or 3 respectively can be used.
- **Day**
  Useable with ***Single*** and ***Weekly*** alarms. Set the day for the alarm. The option ***Today*** is also available for alarms where the **Frequency** is set as ***Single***.
- **File**
  This field is optional. If a file is specified here it is used for the alarm call. If no file is specified the default alarm message (*"This is an alarm call, please hang up"*) is used.
- **Display Text**
  By default the alarm will display *"Alarm"* on the target if it is an Avaya display telephone. This field can be used to customize the text used.
- **Ring Time:** *Default = 60 seconds. Range = 5 to 120 seconds.*
  This field set the length of ring time used for the alarm call if not answered.
- **Retries:** *Default = 0 (Off). Range = 0 to 10.*
  This field can be used to specify how many times the alarm should be repeated if it is not answered and cleared. When a value other than ***0*** is selected, the Interval option becomes available to specify the interval between repeats.
- **Interval:** *Default = None (Off).*
  If a number of retires is specified, this option can be used to select the number of minutes between repeated alarm attempts until the alarm is cleared.
- **Cancel Code:** *Default = Off.*
  When off, the alarm is cleared if the alarm call is answered. If on, a dialing code can be specified. If the correct code is not dialed in response to an alarm, the alarm is not cleared and will repeat if retries have been specified.
  - **Cancel Code:** *Default = * , Range = Up to 4 digits.*
    This field is used to enter the dialing required to clear the alarm call. The value * will match any dialing. To cancel the alarm, the cancel code must be entered followed by the hash key (**#**). The file used to play the alarm message must mention the cancel code and the fact that cancel code must be followed by the hash key (**#**).

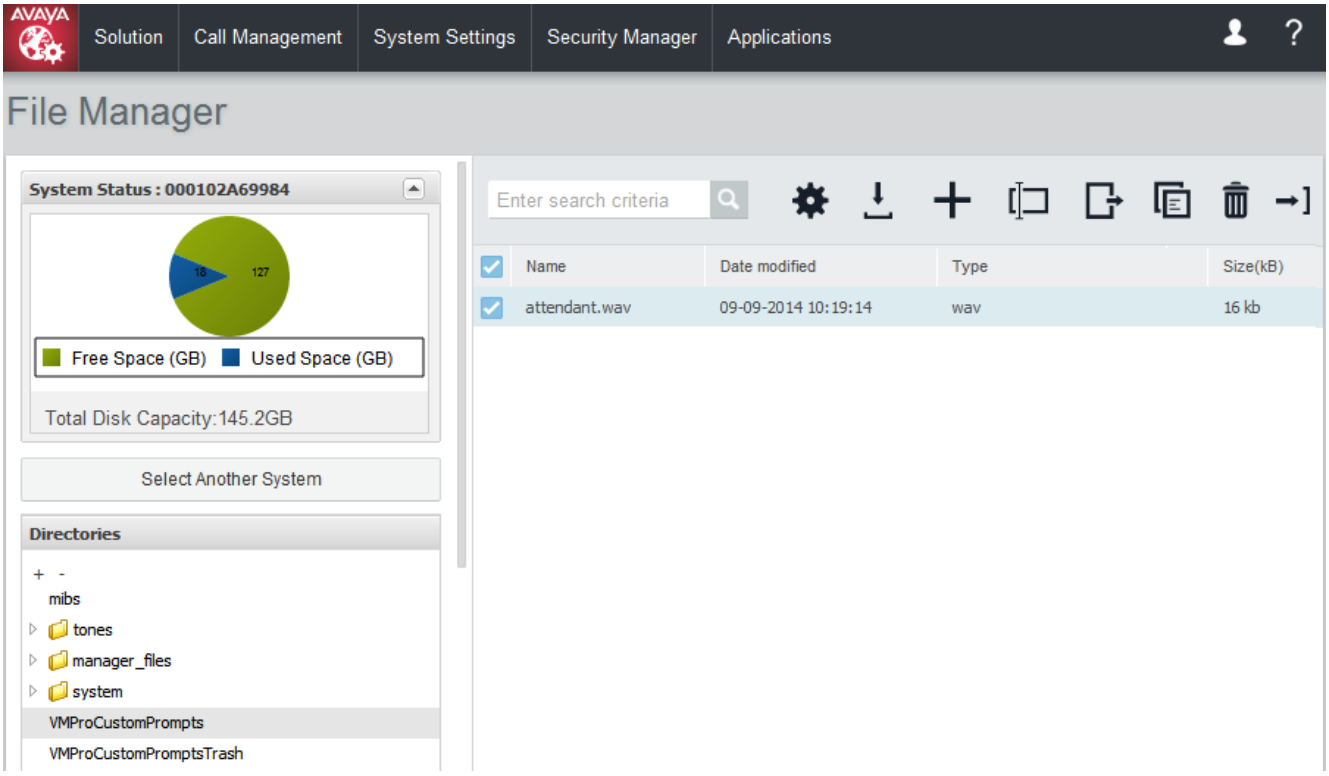
10.1.9 User Group

These preferences are only accessible through web management for a Linux based voicemail server. These settings are used to select the user mailboxes to include in a selective backup 299.



10.2 Custom Prompt Management

The web manager interface for a Linux based server hosting the voicemail service can be used to upload and manage custom prompt files.



- **Set Attributes:** Change the file attributes of the selected prompt.
- **Download:** Download the selected prompts.
- **Add:** Upload additional prompts.
- **Rename:** Rename the selected prompt.
- **Move:** Move the selected prompts to another folder.
- **Copy:** Copy the selected prompts to another folder.

- **Delete:** Delete the selected prompts.
- **Apply Prompts:** Make any prompt changes live.

10.2.1 Uploading Prompts

Using the file manager you can upload custom prompt files for use by the voicemail server.

To upload custom prompt files:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Click on the upload icon.
5. Enter the file name or use the Browse button to select the file.
6. To add another file, click on **Add Files**.
7. When you have selected all the files required, click **OK**.
8. After uploading any new prompts, click the **Apply Promtps** icon.

10.2.2 Copying a Prompt

Using the file manager you can make a copy of an existing custom prompt.

To copy custom prompt files:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Select the checkbox next to the prompt or prompts that you want to copy.
5. Click on the **Copy** icon.
6. Select the **VMProCustomPrompts** folder and click **Copy**.

10.2.3 Renaming a Prompt

Using the file manager you can rename an existing prompt file.

To rename a custom prompt file:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Click file you want to rename to select it.
5. Click on the **Rename** icon.
6. Enter the new name and click **OK**.
7. After uploading any new prompts, click the **Apply Prompts** icon.

10.2.4 Deleting Custom Prompts

Using the file manager you can delete existing custom prompt files.

To delete custom prompt files:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Select the checkbox next to the prompt or prompts that you want to delete.
5. Click on the **Delete** icon.
6. To confirm that you want to delete the files click **Yes**.
7. The selected files are moved to the **VMProCustomPromptsTrash** folder and a marked as **Archive** files for automatic deletion at the voicemail servers next housekeeping.
8.

10.2.5 Retrieving a Deleted Prompt

Using the file manager, you can retrieve deleted custom prompts. You can only do this if the previously deleted prompt 298 has not then been removed by the voicemail servers regular housekeeping function.

To retrieve deleted custom prompt files:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Copy the deleted prompts back to the custom prompts folder:
   a. Select the **VMProCustomPromptsTrash** directory.
   b. Select the checkbox next to the prompt or prompts that you want to undelete.
   c. Click on the **Move** icon.
   d. Select the **VMProCustomPrompts** folder and click **Move**.
4. Deselect the archive property:
   a. Select the **VMProCustomPrompts** directory.
   b. Select the checkbox next to the prompt or prompts that you just moved.
   c. Click on the **Set Attributes** icon.
   d. Deselect the **Archive** property and click **OK**.

10.2.6 Create a New Folder

To help organize the custom prompts, you can create new folders. Note however that you should only create these as sub-folders to the **VMProCustomPrompts** folder.

- **Creating Sub-Folders for Different Languages**
  Creating sub-folders using the short names for languages, for example ***fr*** for French, is very useful if your system supports multiple languages. See supported languages 13 for a list of the expected folder names. Doing this allows you to include the variable **$LOC** in an actions path to the required prompt. Then, either through the value of $LOC passed to the voicemail server with a call or set by a **Select System Prompt** action, the voicemail call flow can automatically switch between different language versions of the same custom prompt. See Changing Language 267.

To create a new folder:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. In the directories panel on the left, right-click on the folder name and select **Add Folder**.
5. In the **Directory Name** box enter the name for the new folder. Click **OK**.
6. Refresh the folder view by clicking on the name of the parent folder again. The new sub-folder is now listed.

10.2.7 Renaming a Folder

For new sub-folder that you have created, you can rename the folder if required. Do not rename any of the other existing folders.

To rename a folder:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. In the directories panel on the left, right-click on the folder name and select **Rename Folder**.
5. In the **Directory Name** box enter the name for the new folder. Click **OK**.
6. Refresh the folder view by clicking on the name of the parent folder again.

10.3 Backup and Restore

The server web management menus can be used to run server backup and restore functions. Note that these are functions for all applications hosted by the server but which include the voicemail server. See Backup and Restore 52.

10.3.1 Backing Up Using Web Managment

- This section provides just a summary of the processes for backing up/restoration of a Linux voicemail server using web management. Refer to the IP Office Web Management documentation for full details, especially remote server and proxy configuration, as these menus are also used to backup and restore other services provided by the Linux servers.

To run or schedule a backup:

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the ☰ icon next to the server and select **Backup**.
3. Check that the voicemail server is included in the list of selected servers.
4. From the Select Voicemail Pro Sets drop-down, select the type of backup required. The options are:
   - **Voicemail Pro Configuration**
     Backup the voicemail server preferences, callflows and custom prompts.
   - **Messages & Recordings**
     Backup the mailbox messages and recordings including mailbox name and greeting recordings.
   - **Voicemail Pro Full**
     This backup option is a combination of the two options above. It is a full backup of the voicemail server.
   - **Selective voicemail**
     This option allows selection of which mailboxes to backup. It then backs up the messages and recording in those mailboxes. The selection of users is done through the User Groups 295 page in the system preferences.
5. From **Select Remote Server**, select the existing remote server to which the backup should be sent.
   - To create a new remote server destination select Add New Server. The settings for the remote server access are displayed. Supported protocols are http, https, ftp, sftp or scp. Remote server destinations that you add are saved and then selectable from the drop-down list of remote servers for this and other web manager functions.
6. If the connection to the remote server requires routing via a proxy server, select **Use Proxy** and enter the proxy server details.
7. To schedule the backup, select **Use Schedule** and enter the required time and dates. If you select to make it a recurring backup, select the frequency (Weekly or Monthly).
8. Click **Start**.

10.3.2 Restoring a Backup Using Web Management

The process below can be used to restore a previous web management backup.

- This section provides just a summary of the processes for backing up/restoration of a Linux voicemail server using web management. Refer to the IP Office Web Management documentation for full details, especially remote server and proxy configuration, as these menus are also used to backup and restore other services provided by the Linux servers.

To restore a backup:

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the ☰ icon next to the server and select **Restore**.
3. In the **Select Remote Sever** drop-down select the remote server that was used for the previous backups.
4. If the connection to the remote server requires routing via a proxy server, select **Use Proxy** and enter the proxy server details.
5. Click **Get Restore Points**.
6. Select the backup and click **Restore**.

10.4 Editing Call Flows

If the Windows Voicemail Pro client is installed on your PC 300, you can launch it from within the web management menus.

To start the <VOICEMAILPRO%> client:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - Call Flow Management**.
3. The Voicemail Pro client is started and the configuration from the voicemail server is loaded.

10.5 Downloading the Windows Client

To download the client from a Linux server:

For Linux base voicemail servers, a copy of the installer for the Voicemail Pro client can be downloaded from the server. This can then be installed on a Windows PC.

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the ☰ icon next to the server and select **Platform View**.
3. In the platform view, click on the **App Center** tab.
4. Download and install the Voicemail Pro client package.

Chapter 11.
Voicemail Pro Examples

11. Voicemail Pro Examples

This section contains a number of examples for specific areas of Voicemail Pro operation.

For simple examples, refer *Avaya IP Office Voicemail Pro Example Exercises* (15-601138). That document contains a series for setting up a basic auto attendant and then adding additional features. Working through that document should leave you familiar with the process of setting up and testing call flows.

11.1 Using VB Script

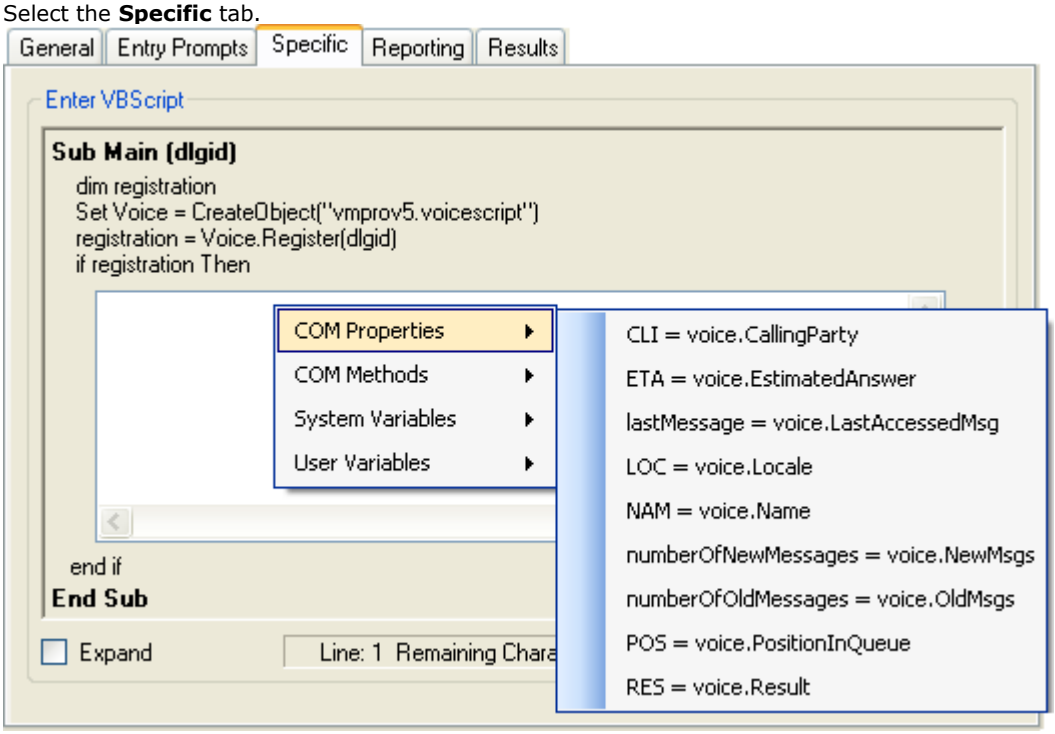
The **VB Script** action assists an administrator to construct additional call flow logic using VBScript commands and various properties 304 and methods 316.

When a VBScript action is executed, the Voicemail Pro server waits for up to one minute for the script to complete execution. If execution of the script takes longer, then it is terminated by the server and the action's **Failure** result path is used.

- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of VB Script actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

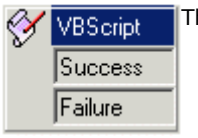
1. Click the **Miscellaneous Actions** icon and select **VB Script**.
2. The **General** 91, **Entry Prompts** 92, **Reporting** 95 and **Results** 97 tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- **Enter VBScript**
  In the script area enter the VBScript as required. Strings for the variables and methods provided for VBScript by Voicemail Pro can be selected and inserted by right clicking on the script area. This script can contain a maximum of 10000 characters.
- **Expand**
  Check **Expand** to view a larger script area.
- **Syntax Check**
  Click the **Syntax Check** button to check your input for any errors.
- **Maximum execution time:** *Default = 90 seconds*
  Sets how long the call flow will wait for a VBScript to complete before assuming that the script has failed.

Results

This action has the following results which can be connected to further actions:



This action has two results, ***Success*** or ***Failure***.

11.1.1 VBScript Properties

The following properties can be accessed within VBScript. Note that unless otherwise stated they are session based. The data is specific to a particular Voicemail Pro call and does not persist between calls.

Voicemail contains various state variables that are associated with a specific interaction with voicemail. The call variables listed map to properties associated with the object:

- **$NAM** 307 – (read-only). See Name Property 307.
- **$CLI** 305 – (read-only). See CallingParty Property 305.
- **$RES** 308 – (read-write). See Result Property 308.
- **$VAR** 309 – (read-write). See Variable Property 309.
- **$SAV** 309 – (read-write). See SavedResult Property 309.
- **$LOC** 306 – (read-write). See Locale Property 306.

The following properties are specific to queued and still queued call flows only.

- **$QPOS** 308 – (read-only). See PositionInQueue Property 308.
- **$QTIM** 305 – (read-only) See EstimatedAnswer Property 305.

The following properties are related to the messages within the mailbox.

- **NewMsgs Property** 307
  Returns the count of new messages within the session's mailbox.
- **OldMsgs Property** 307
  Returns the count of old messages within the session's mailbox.
- **SavedMsgs Property** 309
  Returns the count of saved messages within the session's mailbox.
- **LastAccessedMsg Property** 306
  Returns the name of the last recorded or accessed message.

Note: VB Scripting will only support variant types.

Internal Variables
Some of the variables that exist within Voicemail Pro can be split into smaller sections using a delimiter.

- **Example**:
  A CLI contains the number 01707364143. If the call flow references the variable as **CLI@0,4** then the value **01707** will be returned as they are the first five numbers.

11.1.1.1 CallingParty Property

The **CallingParty** property returns the caller id associated with the voicemail session used for VBS interaction with Voicemail (equivalent to $CLI call variable).

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** This property is read-only.
  - **Get:** A String object containing the name of the calling party (or $CLI). For example: `String = Voice.CallingParty`
- **Remarks:** The *CallingParty* property is only valid for the current session to Voicemail.
- **Example**

```
sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
   dim callerid
   callerid = Voice.CallingParty
end if
End Sub
```

11.1.1.2 EstimatedAnswer Property

The **EstimatedAnswer** property returns the **$QTIM** voicemail call variable. This is the user's estimated time to answer within the queue in minutes and is only available for queued and still queued call flows.

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** This property is read-only.
  - **Get:** A long containing the current value for $QTIM. For example: `Long = Voice.EstimatedAnswer`

11.1.1.3 LastAccessedMsg Property

The **LastAccessedMsg** property returns the name of the last recorded message. If the IP Office TUI is used then this will also contain the name of the last played message.

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** This property is read-only.
  - **Get:** A string object containing the fully qualified name of the last played or recorded message. For example: `String = Voice.LastAccessedMsg`

11.1.1.4 Locale Property

The **Locale** property gets and sets the $LOC voicemail call variable.

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** A string object that contains the new value for the $LOC variable. For example: `Voice.Locale = String`
  - **Get:** A string object containing the current value for $ LOC. For example: `String = Voice.Locale`
- **Example**

```
sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
   dim locale
   DO SOME PROCESSING.
   locale = Voice.Locale
   Rem NOW SET LOCALE TO FRENCH
   Voice.Locale = “fr”
   DO SOME PROCESSING.
   Rem NOW SET LOCALE BACK TO WHAT IT WAS
   Voice.Locale = locale
end if
End Sub
```

11.1.1.5 Name Property

The **Name** property returns the name of the mailbox associated with the voicemail session used for VBScript interaction with Voicemail (equivalent to $NAM call variable).

- **Owning object:** vmprov5.voicescript
- String:
  - **Set:** This property is read-only.
  - **Get:** A String object containing the name of the associated voicemail mailbox. for example:
    - `String = Voice.Name`

11.1.1.6 NewMsgs Property

The **NewMsgs** property returns the number of new messages contained within the session mailbox.

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** This property is read-only.
  - **Get:** The number of new messages within the mailbox. For example: `Number = Voice.NewMsgs`

11.1.1.7 OldMsgs Property

The **OldMsgs** property returns the number of old messages contained within the session mailbox.

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** This property is read-only.
  - **Get:** The number of old messages within the mailbox. For example: `Number = Voice.OldMsgs`

11.1.1.8 PositionInQueue Property

The **PositionInQueue** property returns the $QPOS voicemail call variable. This is the user's current position in the queue and is only available for queued and still queued call flows.

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** This property is read-only.
  - **Get:** A string object containing the current value for $QPOS. For example: `String = Voice.PositionInQueue`

11.1.1.9 Result Property

The **Result** property gets and sets the $RES voicemail call variable. The $RES variable contains the result property of a call flow action. The result is action-specific, for example OK, FAILED, BUSY and so on. The call flow action is able to use the variable to determine logic to be based upon the Result of a preceding Action, or as a temporary variable in the VB-Script. However the variable will be overwritten after the VB Action is completed. If the values from the VB action icon need to be passed to subsequent actions, it is advisable to use user variables.

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** A string object that contains the new value for the $RES variable. For example: `Voice.Result = String`
  - **Get:** A string object containing the current value for $RES. For example: `String = Voice.Result`
- **Example**

```
Sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
      dim result
      dim success
      DO SOME PROCESSING.
      if success Then
            Voice.Result = TRUE
      else
            Voice.Result = FALSE
end if
End Sub
```

11.1.1.10 SavedMsgs Property

The **SavedMsgs** property returns the number of saved messages contained within the session mailbox.

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** This property is read-only.
  - **Get:** The number of saved messages within the mailbox. For example: `Number = Voice.SavedMsgs`

11.1.1.11 SavedResult Property

The **SavedResult** property gets and sets the $SAV voicemail call variable.

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** A string object that contains the new value for the $SAV variable. For example: `Voice.SavedResult = String`
  - **Get:** A string object containing the current value for $SAV. For example: `String = Voice.SavedResult`

11.1.1.12 Variable Property

The **Variable** property gets and sets the $VAR voicemail call variable.

- **Owning object:** vmprov5.voicescript
- **String:**
  - **Set:** A string object that contains the new value for the $VAR variable. For example: `Voice.Variable = String`
  - **Get:** A string object containing the current value for $VAR. For example: `String = Voice.Variable`

11.1.2 VBScript Methods

11.1.2.1 ForwardMsg Method

This method can be used to forward a file or message to other mailboxes.

Method	`Voice.ForwardMsg "file", "mailboxes", "ident"`

Parameters	• **file** *(String)*
	This contains the name of the file to be translated. If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the specified locale within the WAVS directory.
	  • ***[GREETING]\greeting***
	  Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended.
	  • ***[ACCOUNTS]\mailbox\message***
	  Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended.
	  • ***[CAMPAIGN]\campaign\message***
	  Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended.
	• **mailboxes** *(String)*
	The list of mailboxes to forward the message to, separated by non digits other than commas, for example 202 203 204.
	• **ident** *(String)*
	The CLI to be associated with the message.

Return Value	This method does not return a value.

11.1.2.2 ForwardMsgToMailbox Method

This method is used to forward a file or message to another mailbox.

Method	`Voice.ForwardMsgToMailbox "file", "mailbox", "ident"`

Parameters	• **file** *(String)*
	This contains the name of the file to be translated. If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the specified locale within the WAVS directory.
	  • ***[GREETING]\greeting***
	  Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended.
	  • ***[ACCOUNTS]\mailbox\message***
	  Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended.
	  • ***[CAMPAIGN]\campaign\message***
	  Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended.
	• **mailbox** *(String)*
	The mailbox to forward the message to.
	• **ident** *(String)*
	The CLI to be associated with the message.

Return Value	The name of the new message. *(String)*

11.1.2.3 FullFilename Method

This method is used to translate the shortcut filename to the equivalent fully qualified path for the file.

Method	`Voice.FullFilename(file)`

Parameters	• **file** *(String)*
	This contains the name of the file to be translated. If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the specified locale within the WAVS directory.
	  • ***[GREETING]\greeting***
	  Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended.
	  • ***[ACCOUNTS]\mailbox\message***
	  Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended.
	  • ***[CAMPAIGN]\campaign\message***
	  Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended.

Return Value	The equivalent fully qualified path for the specified file. *(String)*

11.1.2.4 GetCallingParty Method

This method can be used to obtain the CLI from the current call.

Method	`Voice.GetCallingParty([dlgid])`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The CLI value associated with the specified voicemail session. *(String)*

11.1.2.5 GetDTMF Method

This method is used to return user's DTMF input.

Method	`Voice.GetDTMF([digits], [timeout], [dlgid])`
Parameters	• **digits** *(Long, Default = 1)* The maximum number of DTMF digits to capture. • **timeout** *(Long, Default = 30)* The maximum time to wait for DTMF input. • **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The DTMF keys that were pressed. *(String)*

11.1.2.6 GetEstimatedAnswer Method

This method is used to obtain the $QTIM session variable.

Method	`Voice.GetEstimatedAnswer([dlgid])`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The value of the $QTIM session variable associated with the specified voicemail session. *(String)*

11.1.2.7 GetExtension Method

This method is used to obtain an extension.

Method	`Voice.GetExtension(index)`
Parameters	• **index** *(Long)* The extension to return. Note that the actual extension number should not be entered as index refers to the offset number of the extension in the listing.
Return Value	The extension at that position within the list, an empty string if end of list. *(String)*

Example

```
sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
     dim index
     dim ext
     index = 0
     Do
           ext = Voice.GetExtension(index)
           index = index + 1
     Loop Until Len(ext) = 0
end if
End Sub
```

11.1.2.8 GetLastAccessed Msg Method

This method returns the name of the last recorded or played message. It is the same as using $ for the filename with an eMail 149 action.

Method	`voice.GetLastAccessedMsg(dlgid)`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The message name. *(String)*

11.1.2.9 GetLocale Method

This method can be used to obtain the $LOC session variable.

Method	`Voice.GetLocale([dlgid])`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The value of the $LOC session variable associated with the specified voicemail session.

11.1.2.10 GetMailbox Method

This method can be used to obtain a mailbox.

Method	`Voice.GetMailbox(index)`
Parameters	• **index** *(Long)* The extension to return. Note that the actual extension number should not be entered as index refers to the offset number of the extension in the listing.
Return Value	The mailbox at that position within the list, an empty string if end of list.

11.1.2.11 GetMailboxMessage Method

This method can be used to obtain a message within a mailbox.

Method	`Voice.GetMailboxMessage(mailbox, msgtype, index)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs. • **msgtype** *(String)* The type for the message(s). ***N*** for new, ***O*** for old and ***S*** for saved. • **index** The message to return.
Return Value	The message at that position within the list, an empty string if end of list. *(String)*

11.1.2.12 GetMailboxMessages Method

This method can be used to obtain the count of specific messages within a mailbox.

Method	`Voice.GetMailboxMessages(mailbox, msgtype)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs. • **msgtype** *(String)* The type for the message(s). ***N*** for new, ***O*** for old and ***S*** for saved.
Return Value	The number of messages of a particular type within the mailbox. *(String)*

11.1.2.13 GetMessagePriority Method

This method is used to determine whether the message was left with priority.

Method	`Voice.GetMessagePriority(mailbox, message)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs. • **message** The message to query.
Return Value	True if the message was left with priority, otherwise false. *(Boolean)*

11.1.2.14 GetMessagePrivate Method

This method can be used to determine whether the message was left with privacy.

Method	`Voice.GetMessagePrivate(mailbox, message)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs. • **message** The message to query.
Return Value	True if the message was left with privacy, otherwise false. *(Boolean)*

11.1.2.15 GetMessageStatus Method

This method can be used to obtain the state of the message within a mailbox.

Method	`Voice.GetMessageStatus(`*`mailbox`*`, `*`message`*`)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs. • **message** The message to query. The message name format should be *[Accounts]\mailbox\message*. For example [Accounts]\Extn247\MSG00004.
Return Value	The state of the message within the mailbox - **N** for new, **O** for old, **S** for saved. *(String)*

11.1.2.16 GetName Method

This method is used to obtain the $NAM session variable.

Method	`Voice.GetName(`*`[dlgid]`*`)`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The value of the $NAM session variable associated with the specified voicemail session. *(String)*

11.1.2.17 GetNewMsgs Method

This method is used to obtain the number of new messages contained within the session's mailbox.

Method	`Voice.GetNewMsgs(`*`[dlgid]`*`)`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The number of new messages contained within the session's mailbox. *(Long)*

11.1.2.18 GetOldMsgs Method

This method is used to obtain the number of old messages contained within the session's mailbox.

Method	`Voice.GetOldMsgs(`*`[dlgid]`*`)`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The number of old messages contained within the session's mailbox. *(Long)*

11.1.2.19 GetPositionInQueue Method

This method is used to obtain the $QPOS session variable.

Method	`Voice.GetPositionInQueue(`*`[dlgid]`*`)`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The value of the $QPOS session variable associated with the specified voicemail session. *(String)*

11.1.2.20 GetRegister Method

This method is used to retrieve a string stored in one of the session sixteen data variables $CP0 to $CP15.

Method	`Voice.GetRegister(regnum, [dlgid])`
Parameters	• **regnum** *(Long)* Data register to use for storage (0-15). • **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The data stored within the specified register. *(String)*

11.1.2.21 GetResult Method

This method is used to obtain the $RES session variable.

Method	`Voice.GetResult([dlgid])`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The value of the $RES session variable associated with the specified voicemail session. *(String)*

11.1.2.22 GetSavedMsgs Method

This method is used to obtain the number of saved messages contained within the session's mailbox.

Method	`Voice.GetSavedMsgs ([dlgid])`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The number of saved messages contained within the session's mailbox. *(Long)*

11.1.2.23 GetSavedResult Method

This method is used to obtain the $SAV session variable.

Method	`Voice.GetSavedResult([dlgid])`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The value of the $SAV session variable associated with the specified voicemail session. *(String)*

11.1.2.24 GetUserExtension Method

This method returns the extension number associated with the specified mailbox.

Method	`voice.GetUserExtension(mailbox)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs.
Return Value	The extension number. *(String)*

11.1.2.25 GetUserMailboxFromExtn Method

This method returns the mailbox associated with a specified extension number.

Method	`voice.GetUserMailboxFromExtn(extension)`
Parameters	• **extension** *(String)* The extension number. A variable such as $CLI can be used with an internal caller to identify the user's mailbox.
Return Value	The mailbox name. *(String)*

11.1.2.26 GetUserVariable Method

This method returns the current value of a specified user variable.

Method	`voice.GetUserVariable(variable)`
Parameters	• **variable** *(String)* The user variable name.
Return Value	The current value of the user variable. *(String)*

11.1.2.27 GetVariable Method

This method is used to obtain the $VAR session variable.

Method	`Voice.GetVariable([dlgid])`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The value of the $VAR variable associated with the specified voicemail session. *(String)*

11.1.2.28 MessageCLI Method

This method is used to obtain the CLI of the caller that left a message within a mailbox.

Method	`Voice.MessageCLI(mailbox, message)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs. • **message** The message to query.
Return Value	The CLI of the caller that left the message. *(String)*

11.1.2.29 MessageDisplay Method

This method is used to obtain the display field associated with the message within a mailbox.

Method	`Voice.MessageDisplay(mailbox, message)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs. • **message** The message to query.
Return Value	The display string associated with the message. *(String)*

11.1.2.30 MessageLength Method

This method is used to obtain the length of a message within a mailbox.

Method	`Voice.MessageLength(mailbox, message)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs. • **message** The message to query.
Return Value	The length of the message in milliseconds. *(Long)*

11.1.2.31 MessageTime Method

This method is used to obtain the date and time the message was left within a mailbox.

Method	`Voice.MessageTime(mailbox, message)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs. • **message** The message to query.
Return Value	The time the message was left in the format: YEAR/MONTH/DAY HOUR:MINUTE. For example 2003/09/23 13:26. *(String)*

11.1.2.32 PlayDigits Method

This method is used to play the digits specified through voicemail to the active connection.

Method	`Voice.PlayDigits(digits, [wait], [interruptables], [dlgid])`
Parameters	• **digits** *(String)* This contains the digits to be played. For example "12345" plays "one two three four five". • **wait** *(Boolean)* This optional parameter specifies whether voicemail should return immediately (***0***) or wait until the wave file has been played first (***1***). • **interruptables** *(String, Default = "Any")* This is for future development. • **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The key press that was used to terminate the playback. *(String)*

Example

```
sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
      dim key
      key = Voice.PlayDigits("12345");
end if
End Sub
```

11.1.2.33 PlayLocaleWav Method

This method is used to play a wave file through voicemail to the active connection taking into account the system locale.

Method	`Voice.PlayLocaleWav(wav, [wait], [interruptables], [dlgid])`

Parameters	• **wav** *(String)*
	This contains the name of the wave file to be played. If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the specified locale within the WAVS directory.
	  • ***[GREETING]\greeting***
	Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended.
	  • ***[ACCOUNTS]\mailbox\message***
	Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended.
	  • ***[CAMPAIGN]\campaign\message***
	Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended.
	• **wait** *(Boolean)*
	This optional parameter specifies whether voicemail should return immediately (***0***) or wait until the wave file has been played first (***1***).
	• **interruptables** *(String, Default = "Any")*
	This is for future development.
	• **dlgid** *(Long. Default = 0)*
	The connection for the voicemail session.

Return Value	• The key press that was used to terminate the playback. *(String)*

11.1.2.34 PlayWav Method

This method is used to play a wave file through voicemail to the active connection.

Method	`Voice.PlayWav(wav, [wait], [interruptables], dlgid)`

Parameters	• **wav** *(String)*
	This contains the name of the wave file to be played or the name of a system parameter to be spoken. The following formats can be used. If the string just contains numbers, then the digits are played, for example 12345 plays "one two three four five". If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the WAVS directory.
	  • ***$NAM***
	Plays the recorded name for the mailbox if one has been recorded. If a name has not been recorded then optional TTS can be used (providing it has been licensed).
	  • ***$TIME:hh[:mm[:ss] [Y][dd[/mm[/yy]]]] =*** Plays out the specified time and date. The hours to speak must always be specified and optional the number of minutes, seconds, day, month and year. Note that the actual prompts spoken and order of playing of the elements varies according to locale. Further examples are given in the table below:
	  • English UK: *"At eleven hour fifty five, date twenty first September two oh oh three"*.
	  • English US: *"Sunday September twenty first, eleven fifty five AM"*.
	  • ***$QPOS [:position]*** = This plays out *"You are at queue position 'position' in the queue"*.
	  • ***$QTIM [:eta]*** = This plays out *"Estimated time to answer is 'eta' minutes"*.
	  • ***$MSGN:msgs*** = Plays out the specified number of new messages. For example $MSGN:10 plays *"You have ten new messages"*.
	  • ***$MSGO:msgs*** = Plays out the specified number of old messages. For example $MSGO:0 plays *"You have no old messages"*.
	  • ***$MSGS:msgs*** = Plays out the specified number of saved messages. For example $MSGS:5 plays *"You have five saved messages"*.
	  • ***$CID, $CLI, $DATE, $ETA, $KEY, $POS, $SAV, $TIME***
	Play out the contents of the call variable.
	  • ***[GREETING]\greeting***
	Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended.
	  • ***[ACCOUNTS]\mailbox\message***
	Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended.
	  • ***[CAMPAIGN]\campaign\message***
	Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended.
	• **wait** *(Boolean)*
	This optional parameter specifies whether voicemail should return immediately (***0***) or wait until the wave file has been played first (***1***).
	• **interruptables** *(String, Default = "Any")*
	This is for future development.
	• **dlgid** *(Long. Default = 0)*
	The connection for the voicemail session.

Return Value	The key press that was used to terminate the playback. *(String)*

Example

```
Sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
     dim key
     key = Voice.PlayWav(“test”, True, “Any”, dlgid);
end if
End Sub
```

Examples of Time Playback

voice.PlayWav(...)	UK English	US English
"$TIME:0", True, "Any", dlgid	*"At Midnight Oh Zero"*	*"Twelve Midnight"*
"$TIME:11", True, "Any", dlgid	*"At Eleven Hour O'Clock"*	*"Eleven AM"*
"$TIME:12", True, "Any", dlgid	*"At Twelve Hour O'Clock"*	*"Twelve Noon"*
"$TIME:13", True, "Any", dlgid	*"At Thirteen Hour Hundred"*	*"One PM"*
"$TIME:23", True, "Any", dlgid	*"At Twenty Three Hour Hundred""*	*"Eleven PM"*
"$TIME:24", True, "Any", dlgid	*"At Midnight Oh Zero"*	*"Twelve Midnight"*
"$TIME:0:00:00 Y", True, "Any", dlgid	*"Yesterday At Midnight Oh Zero"*	*"Thursday May Seventh Twelve Midnight"*
"$TIME:11:00:00 Y", True, "Any", dlgid	*"Yesterday At Eleven Hour O' Clock"*	*"Thursday May Seventh Eleven AM"*
"$TIME:12:00:00 Y", True, "Any", dlgid	*"Yesterday At Twelve Hour O 'Clock"*	*"Thursday May Seventh Twelve Noon"*
"$TIME:13:00:00 Y", True, "Any", dlgid	*"Yesterday At Thirteen Hour Hundred"*	*"Thursday May Seventh One PM"*
"$TIME:23:00:00 Y", True, "Any", dlgid	*"Yesterday At Twenty Three Hour Hundred"*	*"Thursday May Seventh Eleven PM"*
"$TIME:24:00:00 Y", True, "Any", dlgid	*"At Midnight Oh Zero"*	*"Twelve Midnight"*
"$TIME:0:00:00 13/10/2008", True, "Any", dlgid	*"At Midnight Oh Zero date Thirteenth October Two Oh Oh Eight"*	*"Monday October Thirteenth Twelve Midnight"*
"$TIME:11:00:00 13/10/2008", True, "Any", dlgid	*"At Eleven Hour O'Clock Date Thirteenth October Two Oh Oh Eight"*	*"Monday October Thirteenth Eleven AM"*
"$TIME:12:00:00 13/10/2008", True, "Any", dlgid	*"At Twelve Hour O'Clock Date Thirteenth October Two Oh Oh Eight"*	*"Monday October Thirteenth Twelve Noon"*
"$TIME:13:00:00 13/10/2008", True, "Any", dlgid	*"At Thirteen Hour Hundred Date Thirteenth October Two Oh Oh Eight"*	*"Monday October Thirteenth One PM"*
"$TIME:23:00:00 13/10/2008", True, "Any", dlgid	*"At Twenty Three Hour Hundred Date Thirteenth October Two Oh Oh Eight"*	*"Monday October Thirteenth Eleven PM"*
"$TIME:24:00:00 13/10/2008", True, "Any", dlgid	*"At Midnight Oh Zero Date Thirteenth October Two Oh Oh Eight"*	*"Monday October Thirteenth Twelve Midnight"*

11.1.2.35 RecordMsg Method

This method is used to record a user's speech input to the specified file.

Method	`Voice.RecordMsg "recording", maxtime, [interruptables], [appendtofile], [dlgid], [playbeep]`

Parameters	• **recording** *(String)*
	This contains the name of the file for the recording to be stored to and can be in the following formats. If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the specified locale within the WAVS directory.
	  • ***[GREETING]\greeting***
	Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended.
	  • ***[ACCOUNTS]\mailbox\message***
	Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended.
	  • ***[CAMPAIGN]\campaign\message***
	Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended.
	• **maxtime** *(Long)*
	The maximum recording length specified in seconds.
	• **interruptables** *(String, Default = "Any")*
	This is for future development.
	• **appendtofile** *(Boolean. Default = False)*
	Set to true if the recording should be appended to the file, false to clear the file first.
	• **dlgid** *(Long. Default = 0)*
	The connection for the voicemail session.
	• **playbeep** *(Boolean. Default = False)*
	This flag sets whether a beep is played before the start of recording.

Return Value	The key press that was used to terminate the recording. *(String)*

11.1.2.36 RecordRegister Method

This method is used to record a user's speech input to the specified file stored in the specified register.

Method	`Voice.RecordRegister(regnum, [maxtime], [interruptables], [dlgid], [playbeep])`
Parameters	• **regnum** *(Long)* Data register containing file to store recording to. • **maxtime** *(Long. Default = 60)* The maximum recording length specified in seconds. • **interruptables** *(String, Default = "Any")* This is for future development. • **dlgid** *(Long. Default = 0)* The connection for the voicemail session. • **playbeep** *(Boolean. Default = False)* This flag sets whether a beep is played before the start of recording.
Return Value	The key press that was used to terminate the recording. *(String)*

11.1.2.37 Register Method

This method is used to determine whether the voicemail session that was used to start the VB script is still active.

Method	`Voice.Register(dlgid)`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	A Boolean variable indicating whether the specified voicemail session is still active. *(Boolean)*

Example

```
Sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
      do something.
end if
End Sub
```

11.1.2.38 SetLocale Method

This method is used to set the $LOC session variable.

Method	`Voice.SetLocale(locale, [dlgid])`
Parameters	• **locale** *(String)* The new value for the $LOC variable. • **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	This method does not return a value.

11.1.2.39 SetMailboxMessage Method

This method is used to change the status of a message within a mailbox.

Method	`Voice.SetMailboxMessage(mailbox, message, msgtype)`
Parameters	• **mailbox** *(String)* The mailbox to which the message belongs. • **message** *(String)* The message to modify. The message name format should be **[Accounts]\ *mailbox**message***. For example [Accounts]\Extn247\MSG00004. • **msgtype** *(String)* The type for the message(s). ***N*** for new, ***O*** for old and ***S*** for saved.
Return Value	This method does not return a value.

11.1.2.40 SetRegister Method

This method is used to store a string in one of the sixteen session data variables $CP0 to $CP15.

Method	`Voice.SetRegister(regnum, data, [dlgid])`
Parameters	• **regnum** *(Long)* Data register to use for storage (0-15). • **data** *(String)* The data to store within this register. • **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	This method does not return a value.

11.1.2.41 SetResult Method

This method is used to set the $RES session variable.

Method	`Voice.SetResult(result, [dlgid])`
Parameters	• **result** *(String)* The new value for the $RES variable. • **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	This method does not return a value.

11.1.2.42 SetSavedResult Method

This method can be used to set the value of the $SAV variable.

Method	`Voice.SetSavedResult(result, dlgid)`
Parameters	• **result** *(String)* The new value for the $SAV variable. • **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	This method does not return a value.

11.1.2.43 SetUserVariable Method

This method can be used to set the value of a user variable.

Method	`voice.SetUserVariable(variable, value)`
Parameters	• **variable** *(String)* The variable name. • **value** *(String)* The value to assign to the variable.
Return Value	This method does not return a value.

11.1.2.44 SetVariable Method

This method is used to set the $VAR session variable.

Method	`Voice.SetVariable(value, dlgid)`
Parameters	• **value** *(String)* The new value for the $VAR variable. • **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	This method does not return a value.

11.1.2.45 Speak Method

This method is used to speak out the specified speech provided TTS has been licensed.

Method	`Voice.Speak(text, [wait], [interruptables], [dlgid])`
Parameters	• **text** *(String)* This contains the text to be spoken. • **wait** *(Boolean)* This optional parameter specifies whether voicemail should return immediately (***0***) or wait until the wave file has been played first (***1***). • **interruptables** *(String, Default = "Any")* This is for future development. • **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	The key press that was used to terminate the playback. *(String)*

11.1.2.46 Stop Method

This method can be used to stop any current play back.

Method	`voice.Stop(dlgid)`
Parameters	• **dlgid** *(Long. Default = 0)* The connection for the voicemail session.
Return Value	This method does not return a value.

11.2 Database Connection

Voicemail Pro call flows can interact, read and write data, with almost any Windows database that supports ODBC (Open Database Connectivity) and SQL (Structured Query Language) format.

- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

The **Database Actions** that can be used in a call flow are:

- **Database Open**
  Opens the required database, including any permissions and security options.
- **Database Execute**
  Defines a SQL query to either read matching records from the database or to write data to the database. Up to 6 fields can be defined to be returned in matching database records.
- **Database Get Data**
  Selects the current record from the matches returned by the preceding Database Execute action. The record fields are then placed into Voicemail Pro variables **DBD[0]** to **DBD[5]**. Use the **Database Get Data** to select the first, next, previous, or last record.
- **Database Close**
  Closes the database connection. This also occurs automatically if the caller disconnects.

11.2.1 Example Database Scenario

In this call flow example, an auto-attendant has been created to assist callers to order books. The book details are held within a Microsoft Access database. Callers will be able to enter either the ISBN or the Author's name. The title and cost of the item will be looked up and displayed to assist the caller in making a decision to purchase the item. If the caller decides to purchase the book, they will be able to enter their credit card details and a contact number.

Example of the database used in the call flow.

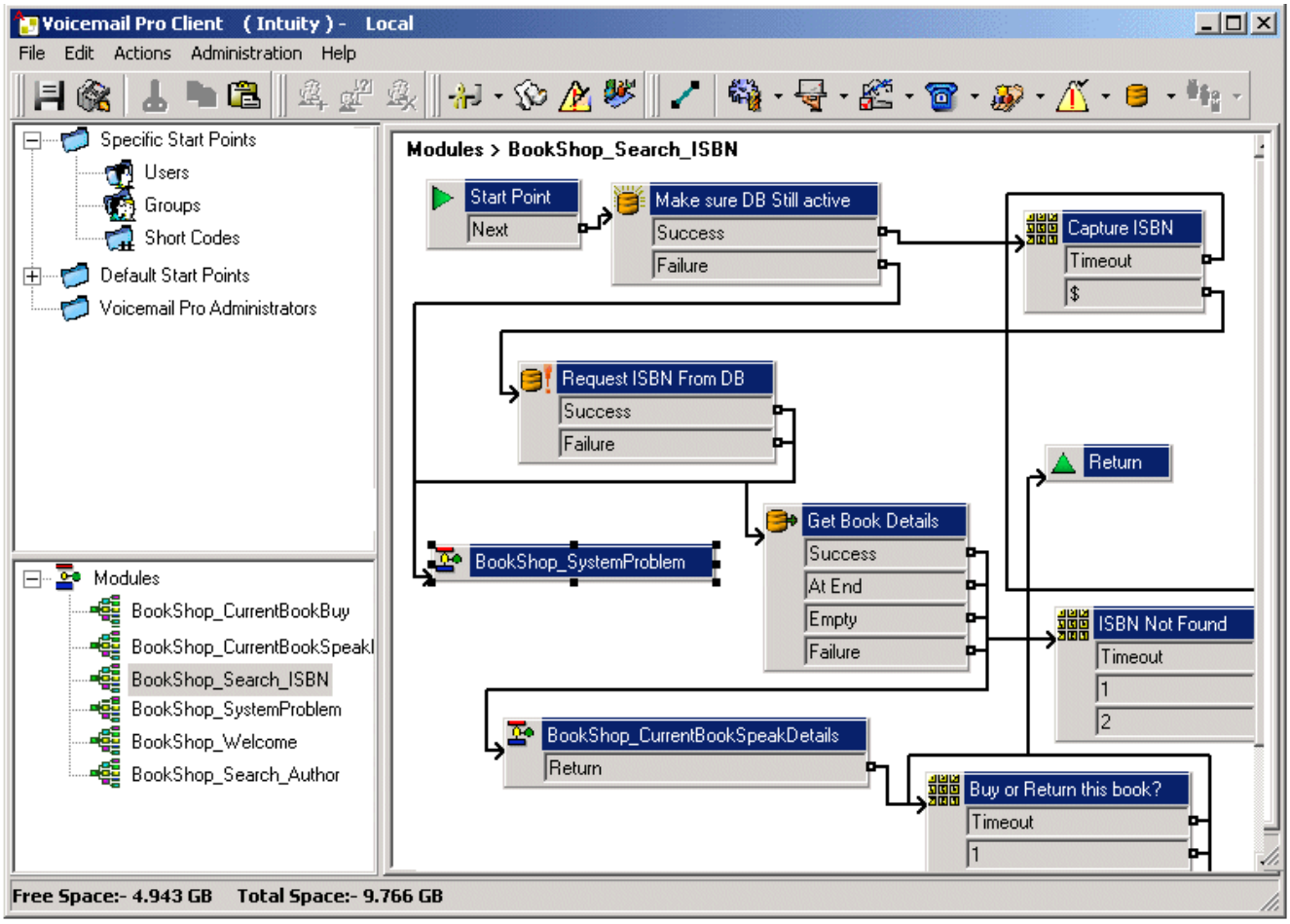
BookList : Table

ISBN	Author	Title	Cost
1001	James Herbert	The Fog	£4.30
1002	James Herbert	The Rats	£2.59
6666	J D Salinger	The Catcher in the Rye	£3.10
6767	J K Rowling	The Harry Potter Books	£9.50
7777	A A Milne	Winnie the Poo	£2.60
8888	Rudyard Kipling	The Jungle Books	£3.40
9999	Jonathan Swift	Gullliver's Travels	£2.30
			£0.00

Record: 23 of 23

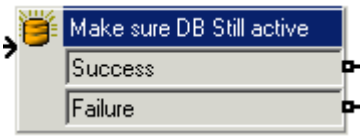
11.2.1.1 Retrieving Data from the Database

The **Bookshop_Welcome** module assists callers to search the database by either the book's ISBN number or the author's name. The screen below shows the call flow module used when a search by ISBN is selected. The database actions that have been used are shown below the call flow diagram, with details on the following pages.

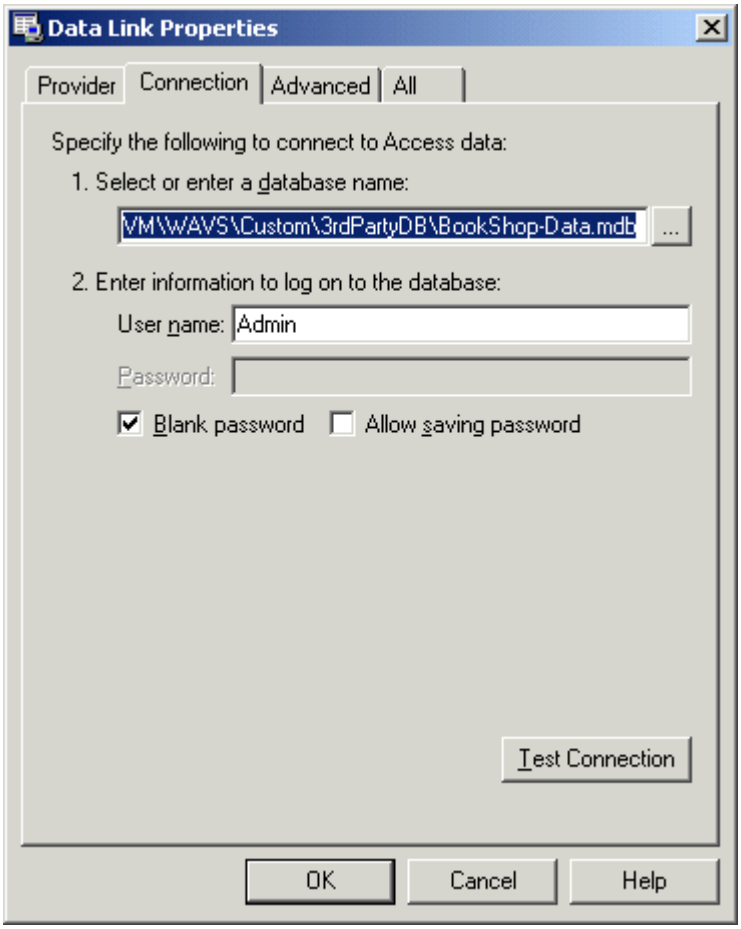


Database Open Action

The Database Open Action is used to link to the bookshop database.



The specific tab of the action contains the location of the database. Click the browse button to view the Data Link Properties dialog. The details entered into these screens will depend upon the type of database used. This example uses a Microsoft Access Database. The example shown below shows the connection to the database. If the database is available the callers move through the call flow to a menu action that will capture the ISBN number entered.



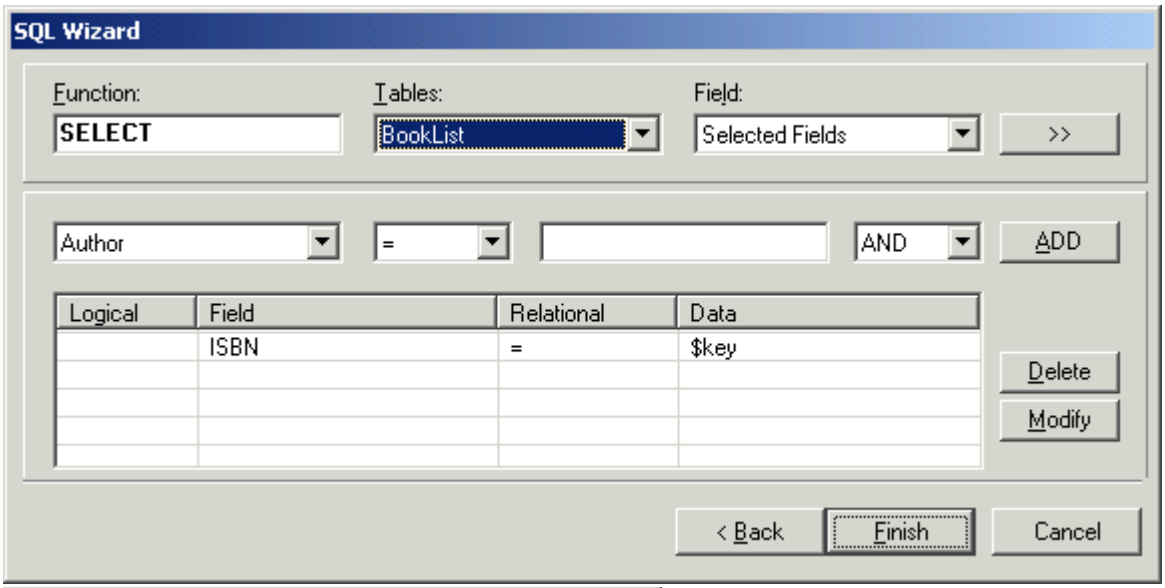
Database Execute Action

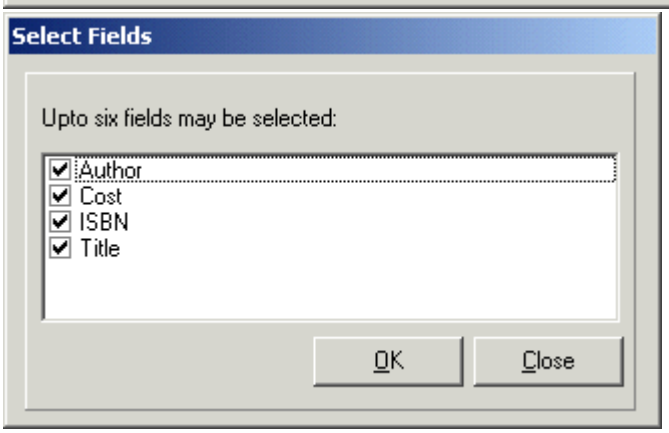
The Database Execute Action contains a query against the open database, in this example it concerns the ISBN captured in the previous menu action.

If the sequence of numbers entered by the caller matches an ISBN entry in the database, then the Author's name, cost, ISBN and book title details are captured. This query is entered into the Database Execute Action via the specific tab.

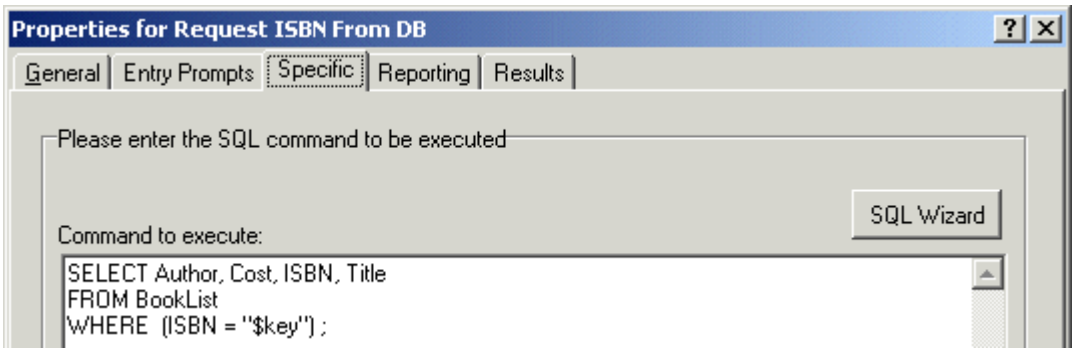
When entering information into the specific tab for the first time you are taken through a series of steps.

1. Select the Database Open Icon required. In this example the 'Make sure Database still active' icon was selected.
2. At the SQL Function window the option to 'Select …From' was chosen as information from the database is required.
3. Details are then entered into the SQL Wizard, as shown below.



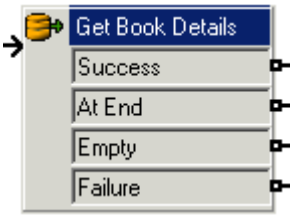


4. When the query has been entered the SQL wizard is closed. The specific tab of the action will contain the entered query, see example shown below.

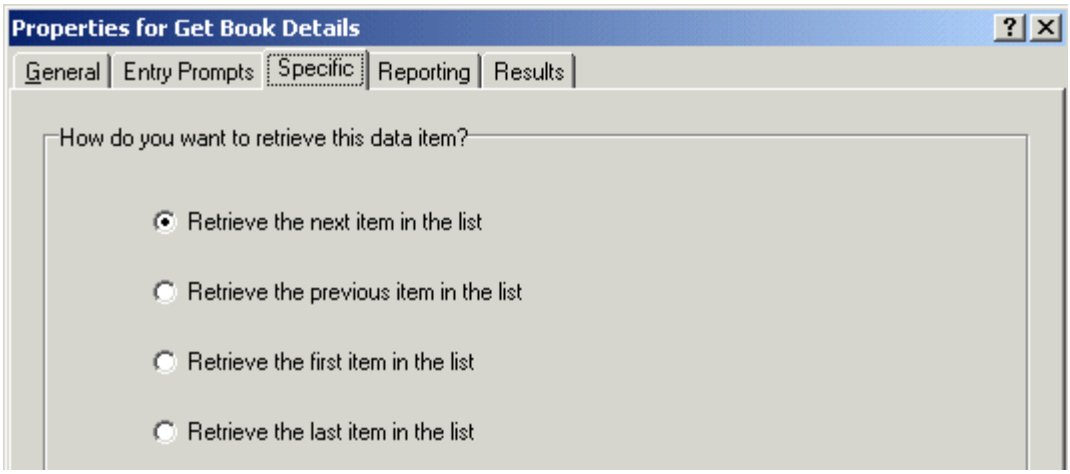


Database Get Data Action

The Database Get Data Action is used to return details of any matching entries following a search against a database.



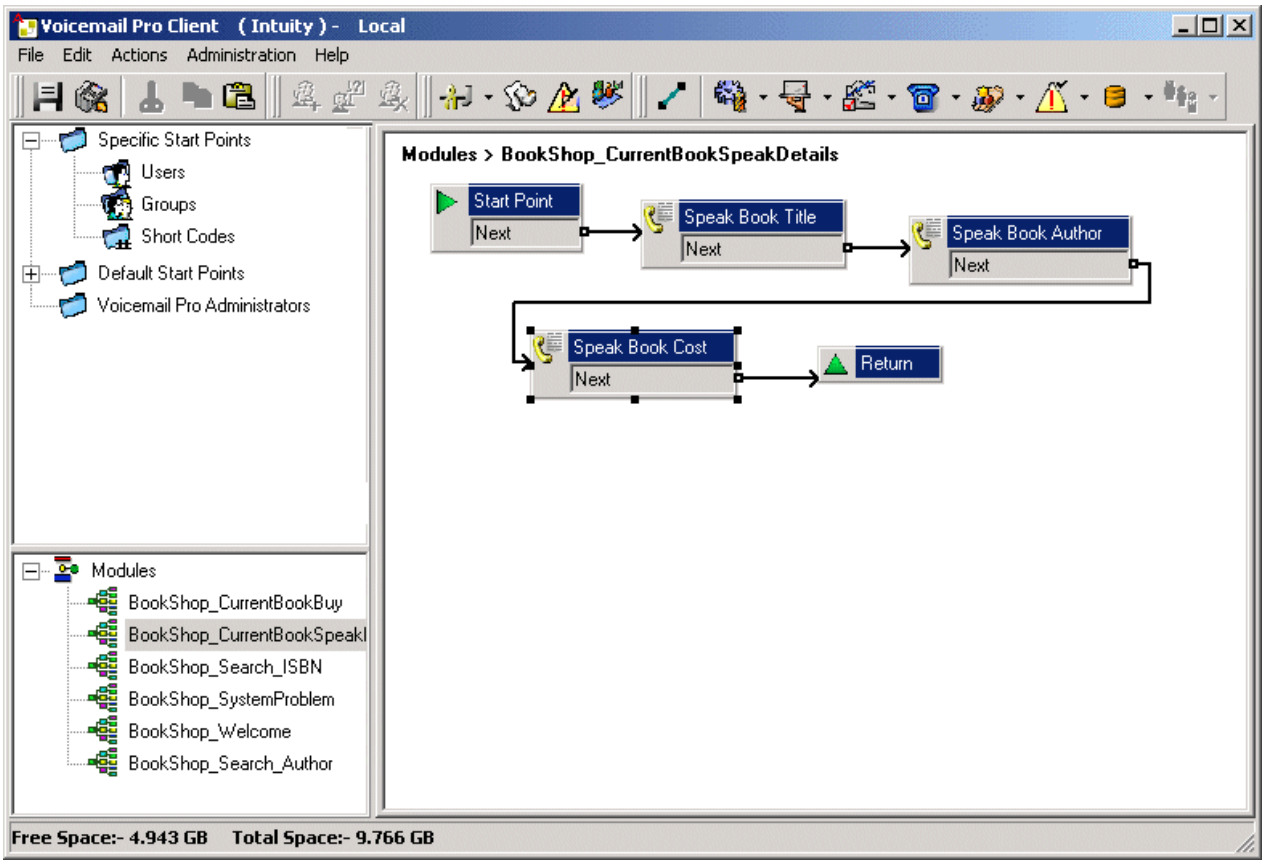
To retrieve the results an option is selected on the specific tab to select how the data is retrieved from the database. In this example, the **Retrieve the next item in the list** option is selected and the caller can step through the results, if more than one match ISBN is found.


Properties for Get Book Details
General
Entry Prompts
Specific
Reporting
Results
How do you want to retrieve this data item?
Retrieve the next item in the list
Retrieve the previous item in the list
Retrieve the first item in the list
Retrieve the last item in the list

If a matching ISBN has been found the call flow is routed to another module called 'Bookshop_CurrentBookSpeakDetails'.

11.2.1.2 Returning Data from the Database

The ***Bookshop_CurrentBookSpeakDetails*** module tells the caller the book title, the author's name and the cost of the book matching the ISBN that they entered.

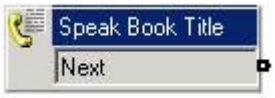


The information from the database is conveyed to the caller using the 'Speak Text Action'.

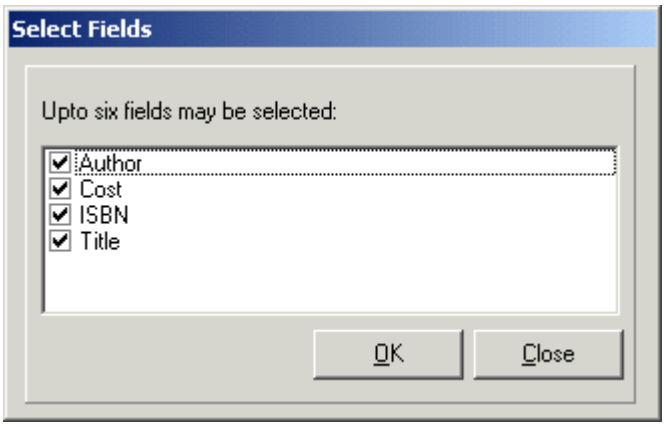
- To use the **Speak Action**, the IP Office must be licensed for and have installed Text to Speech.

Speak Book Title

The Speak Book Title action is used to tell the caller the book title associated with the ISBN that was entered.



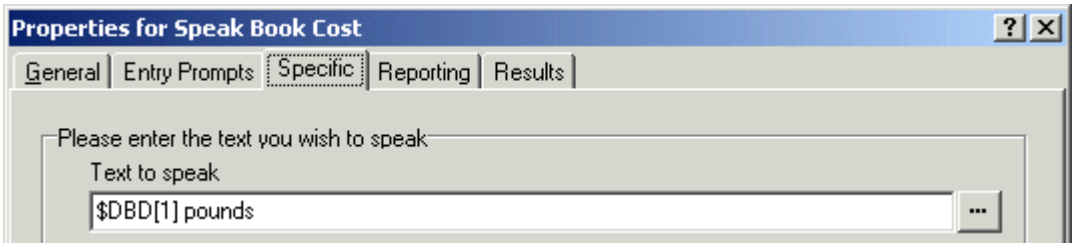
The fields selected in the 'Request ISBN from DB' action contain the information retrieved from the bookshop database. The fields selected were Author, Cost, ISBN and Title.



Any fields selected in a query will be displayed in the alphabetical order.

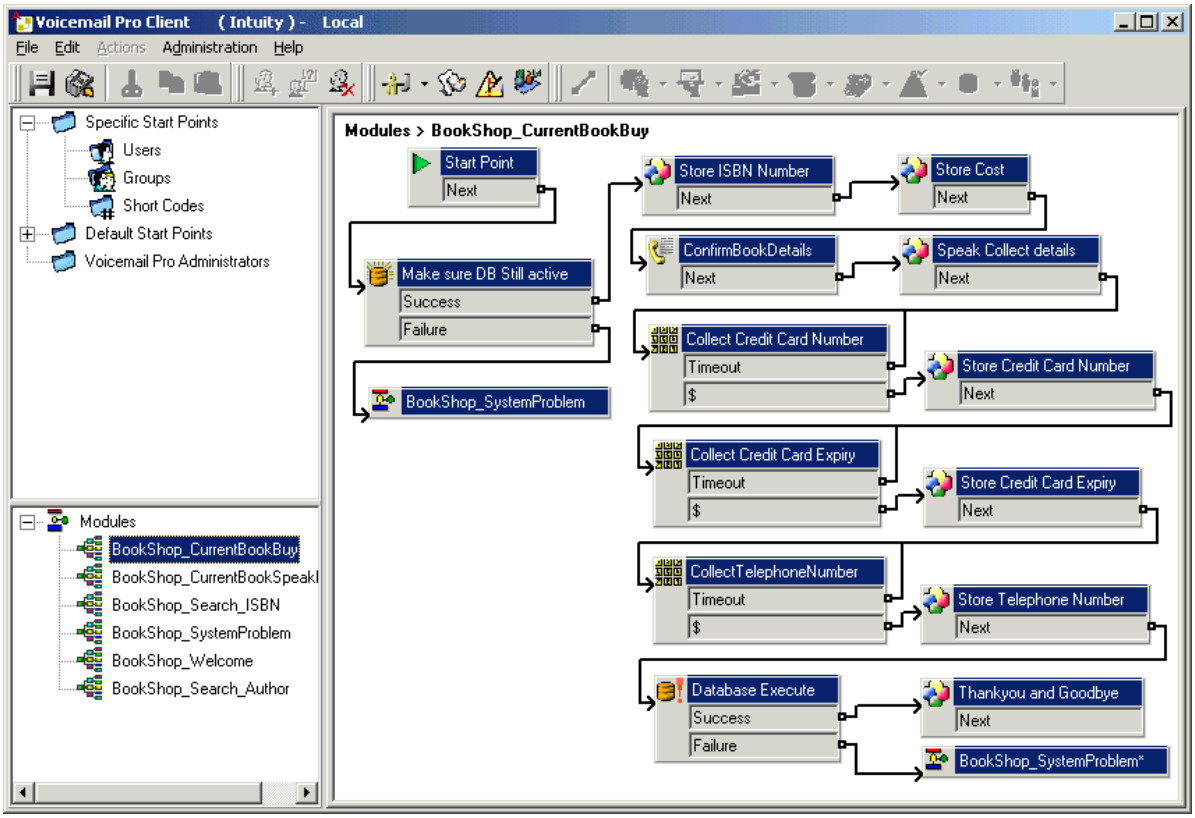
- $DBD[0] would return details from the field Author
- $DBD[1] would return details from the field Cost
- $DBD[2] would return details from the field ISBN
- $DBD[3] would return details from the field Title.

Each **Speak Text** action in the call flow returns the values from a different field selected within the database query. The 'Speak Book Cost' action has additional text added so that the currency can be spoken. In this example pounds are used.



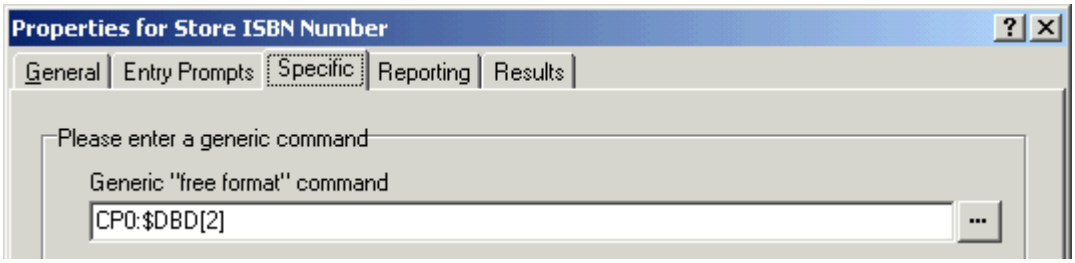
11.2.1.3 Entering Details into the Database

The caller is given an option to buy the book. If they select to buy the book, the call flow module ***Bookshop_CurrentBookBuy*** operates. The call flow immediately checks that access to the bookshop database is still available via a Database Open action.

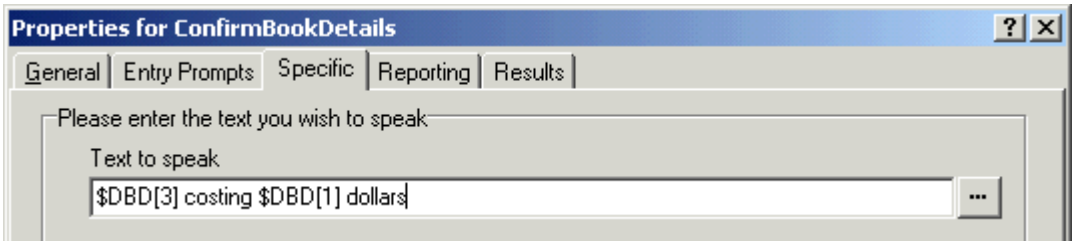


Confirm Book Details

Generic actions are used to store the ISBN number and cost. The example below shows how the ISBN number is stored in the call variable ***CP0***.

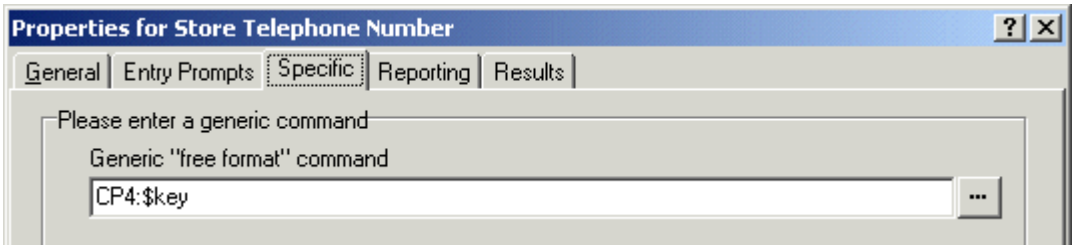


When the details have been stored the book title and cost are spoken to the caller using a **Speak Text** action. See the example below.



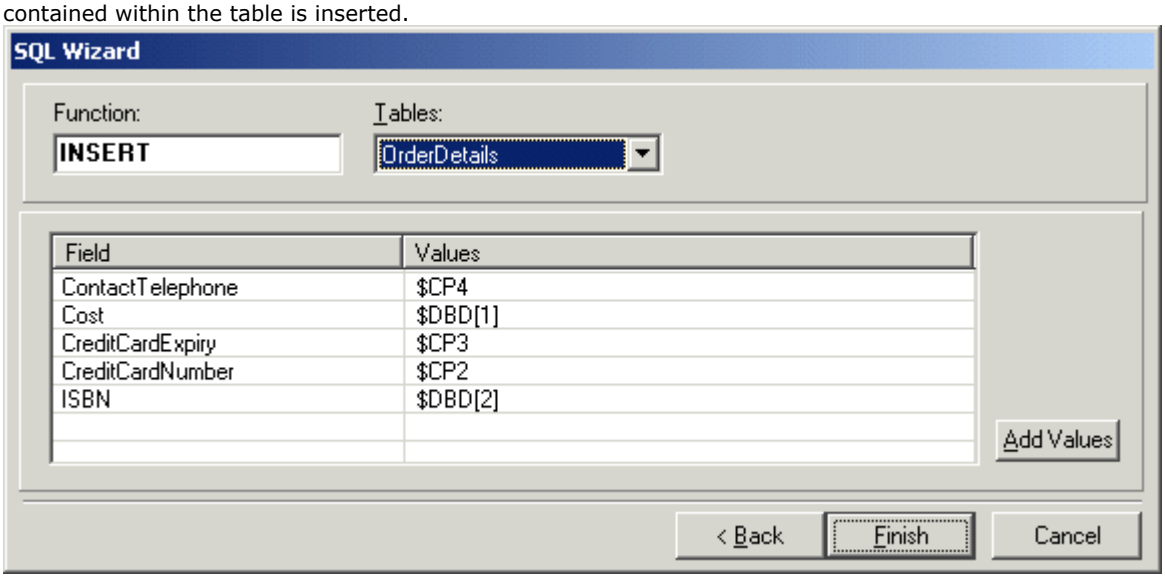
Collect Callers Details

Details can be entered into a database by a caller. In this example we collect the caller's credit card number, expiry date and telephone number. All these details are collected and then the database is updated. The example below shows the Specific tab entry used to collect the caller's telephone number and assign it to the call variable CP4.

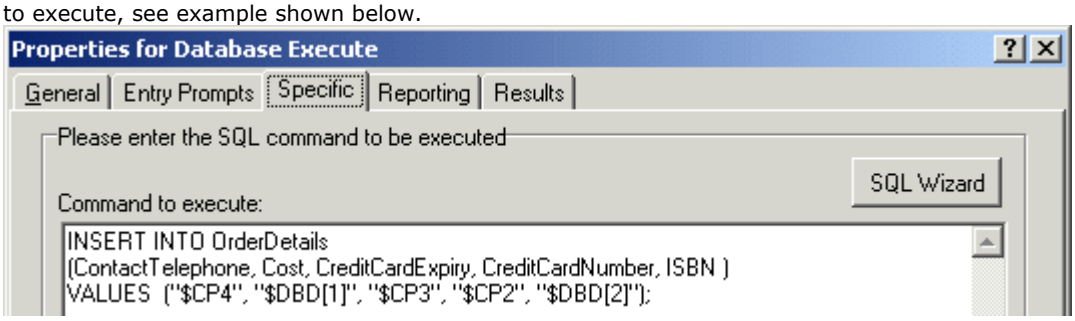


When all the details have been collected, the database needs to be updated. The database Execute Action is used. When entering information into the specific tab for the first time you are taken through a series of steps.

1. Select the **Database Execute** icon.
2. At the SQL Function window the option to 'Insert …values' was chosen as information needs to be added to the database.
3. Details are then entered into the SQL Wizard, as shown below. When the Database table is selected, the list of fields contained within the table is inserted.



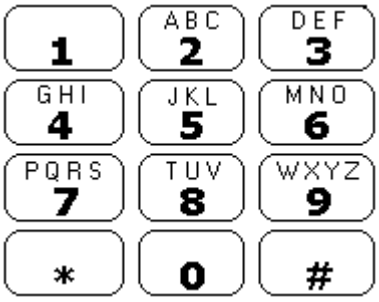
4. When the details have been entered the SQL wizard is closed. The specific tab of the action will contain the command to execute, see example shown below.



11.3 Dial by Name

Using the **Dial by Name** action, callers can indicate the user or group that they require by dialing the name on their telephone keypad and then making a selection from the matches found.

To use this feature the caller must use a telephone with DTMF dialing and with ITU alphabet letter keys as shown here.



The main pre-requisites before the **Dial by Name** action can be used are:

1. **User Names**
   The user names are set through the IP Office Manager. Either the user's **Name** or **Full Name** field can be used for Dial by Name. If the **Full Name** field is set then it takes precedence over the **Name** field.

   - **Changing Names**
     Voicemail Pro mailboxes are created to match existing user Names. If a user Name is changed, Voicemail Pro will create a new mailbox to match the new Name. Therefore, you must make accurate entries in the **Name** field when first setting up users. Use the **Full Name** field for Dial by Name, as the **Full Name** entry can be changed without affecting the existing mailbox entries.

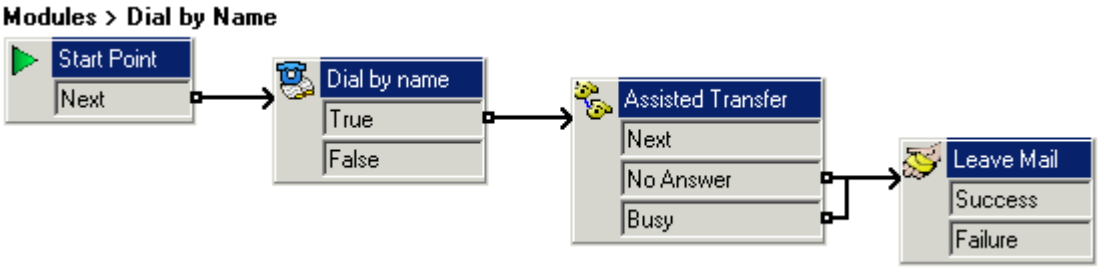
2. **User Name Recordings**
   Each mailbox to be included by the **Dial by Name** action needs to have had a user name recorded. This can be done in two ways:

   - **Intuity Mailbox Mode**
     By default when the user first enters their mailbox, they will be asked to set their voicemail code password and then to record their name.

   - **IP Office Mailbox Mode**
     In this mode, you can set up a call flow that users can use to record their names. This document includes an example module that can be used for that purpose. The same module can also be used by Intuity mode mailbox systems to let users re-record their names. See Adding a Record Name Module 336.

11.3.1 Example Call Flow

In this example, after selecting a name using the Dial by Name service, the caller is transferred to the matching extension. If that extension doesn't answer or is busy the caller is transferred to leave a message.



1. In Voicemail Pro a new module was added called ***Dial by Name***.
2. From **Telephony Actions** the **Dial by name** action was added.
3. From **Telephony Actions** an **Assisted Transfer** action was also added. In its properties **Specific** tab the **Mailbox** was set as ***$KEY***.
4. The **Dial by name** action's ***True*** result was connected to the Assisted Transfer action.
5. From **Mailbox Actions** a **Leave Mail** action was added.
   Again in its **Specific** tab the **Mailbox** was set as ***$KEY***. Links were added from the **Assisted Transfer** action's ***No Answer*** and ***Busy*** results to this action.

To add a short code:

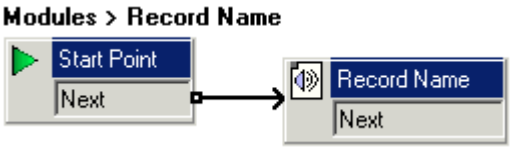
1. In IP Office Manager, a new system short code was added. For this example we chose ****75*** and then entered the details as shown below.

Field	Contains...
Code	*75
Feature	Voicemail Collect
Telephone Number	"Dial by Name"
Line Group Id	0
Locale	[Leave blank]
Force Account Code	[Leave blank]

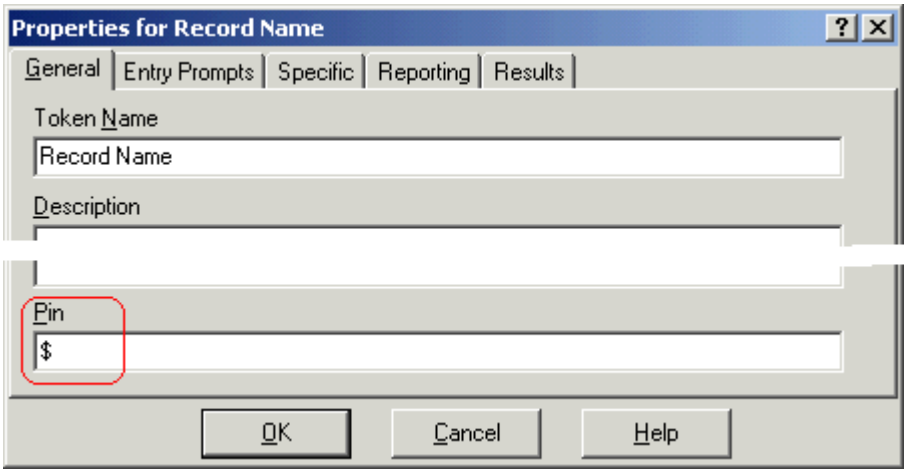
2. After merging this back into the IP Office, users can dial ****75*** to access dial by name. They can also transfer callers to this call flow.
3. The short code can be added a SoftConsole or DSS button. In addition, an Incoming Call Route could be used to direct specific external calls direct to the function, for example if you had a specific external number used by employees to ring in when off site.

11.3.2 Adding a Record Name Module

Using this module, users can record/re-record their mailbox name. This, or a similar module, is required if Voicemail Pro is using IP Office mailbox mode. However, it is still useful if the Voicemail Pro is using Intuity mailbox mode, as it gives quick access to users to re-record their names.



1. In Voicemail Pro, a new module called ***Record Name*** was added.
2. A **Record Name** action was added.
3. In **the General** tab of the **Record Name** action's properties we set the **Pin** as ***$***. The ***$*** means that caller's must enter their voicemail code in order to use the action.



4. The **Specific** tab was left set to the **Caller's Mailbox**.
5. The module was saved and made live.

To add a Shortcode:

1. In IP Office Manager, a new system short code was added. In this example, we chose ****74*** and then entered the details as shown in the table.

Field	Contains...
Code	*74
Feature	Voicemail Collect
Telephone Number	"Record Name"
Line Group Id	0
Locale	[Leave blank]
Force Account Code	[Leave blank]

2. After merging this back into the IP Office, users can dial ****74*** at their extension to record their mailbox name.

11.3.3 Using the Name Table

It is possible to create a service that provides access to re-record the name of any mailbox. The **NameWavsTable** does this by requesting an extension number and then you can play, re-record, and submit a name recording for that extension. You can then enter another extension number and so on.

If this option is used, it should be protected by a suitable PIN code and other security protections as it can be used to record names for any mailbox.

To use the Name table:

1. In Voicemail Pro, create a new module.
2. Add a **Goto** action and open its properties.
3. In the **General** tab, enter a unique number in the **Pin**.
4. In the **Specific** tab, in **Please select a node to go** to enter **NameWavsTable**.
5. Click **OK**.
6. Using a short code or other method, create a route to the new module.

11.3.4 Changing Full Names

Users with DS port display telephones can set and change the way in which their full name is displayed through their telephone. This name will then be used for the text matching part of Dial by Name.

To changing your name using a telephone with a menu Key:

1. Press **Menu** twice.
2. Press ▶ and select **ProgA**.
3. Press ▶ and select **Name**.
4. Enter the new name. Use the dialing keys and **Rotat** to enter characters. For example, to enter an L, press the 5 key and then press **Rotat** until an **L** is displayed. You can use the top-left display key to backspace.
5. When the text is as you require, press **Done**.
6. Press **Exit**.

11.4 Campaigns

A campaign is a series of questions and answers. Callers to a campaign hear the recorded questions and give their responses, either by speaking or using the telephone keypad. Voicemail Pro then saves the responses for processing later.

Each campaign can include up to 21 questions. Call processing agents can access a campaign 343 to hear the caller answers, which they can then transcribe into a database or other records.

A Web Campaign Component is installed as part of a typical windows Voicemail Pro installation. If the Web Campaign was not installed it can be added by doing a custom installation and selecting the Web Campaigns component.

11.4.1 Managing Campaigns

Within the Voicemail Pro client, the **Campaign Wizard** is used to create and modify campaigns.

To start the campaign Wizard:

1. Press **F7** or click **Campaign Editor**.
2. The Campaign Wizard Introduction window opens. Select the required activity.
   - **Create a new Campaign** 339
     This option takes you through a series of campaign wizard menus to set the campaigns settings.
   - **Modify an existing Campaign** 340
     This option displays a list of existing campaigns. You can select a campaign that you want to modify. You will then be taken through the campaign wizard menus for the campaign settings.
   - **Delete an Existing Campaign** 340
     This option displays a list of existing campaign from which you can then select the campaign to delete.

To create a new campaign:

1. Press **F7** or click **Campaign Editor**.
2. Select **Create a new Campaign** and click **Next**.
3. The **Customer Prompts** 341 window is displayed.
   - Click . The **Please Edit the Campaign** action window opens. Each campaign can include up to 21 questions.
   - Click **OK** when you have entered the customer prompts.
   - Adjust the prompts as required.
     - **Edit action:** Edit the currently highlighted campaign action.
     - **Delete action:** Delete the currently highlighted campaign action.
     - **Move action:** Move the position of an action in the sequence of campaign actions.
   - Click **Next**.
4. The **Customer Menu** 342 window is displayed.
   - Select which options are available after the prompt is played.
   - Click **Next**.
5. The **Campaign Identification** 343 window is displayed.
   - Enter the details on identifying the campaign.
   - Click **Next**.
6. Click **Finish** to create the campaign.

To modify a campaign:

1. Press **F7** or click **Campaign Editor**.
2. Select **Modify an existing Campaign** and click **Next**.
3. Select the required campaign and click **Next**.
4. The **Customer Prompts** 341 window is displayed.
   - Click . The **Please Edit the Campaign** action window opens.
   - Click **OK** when you have entered the customer prompts.
   - Adjust the prompts as required.
     - **Edit action:** - Edit the currently highlighted campaign action.
     - **Delete action:** - Delete the currently highlighted campaign action.
     - **Move action:** - Move the position of an action in the sequence of campaign actions.
   - Click **Next**.
5. The **Customer Menu** 342 window is displayed.
   - Select which options are available after the prompt is played.
   - Click **Next**.
6. The **Campaign Identification** 343 window is displayed.
   - Enter the details on identifying the campaign.
   - Click **Next**.
7. Click **Finish** to update the campaign.

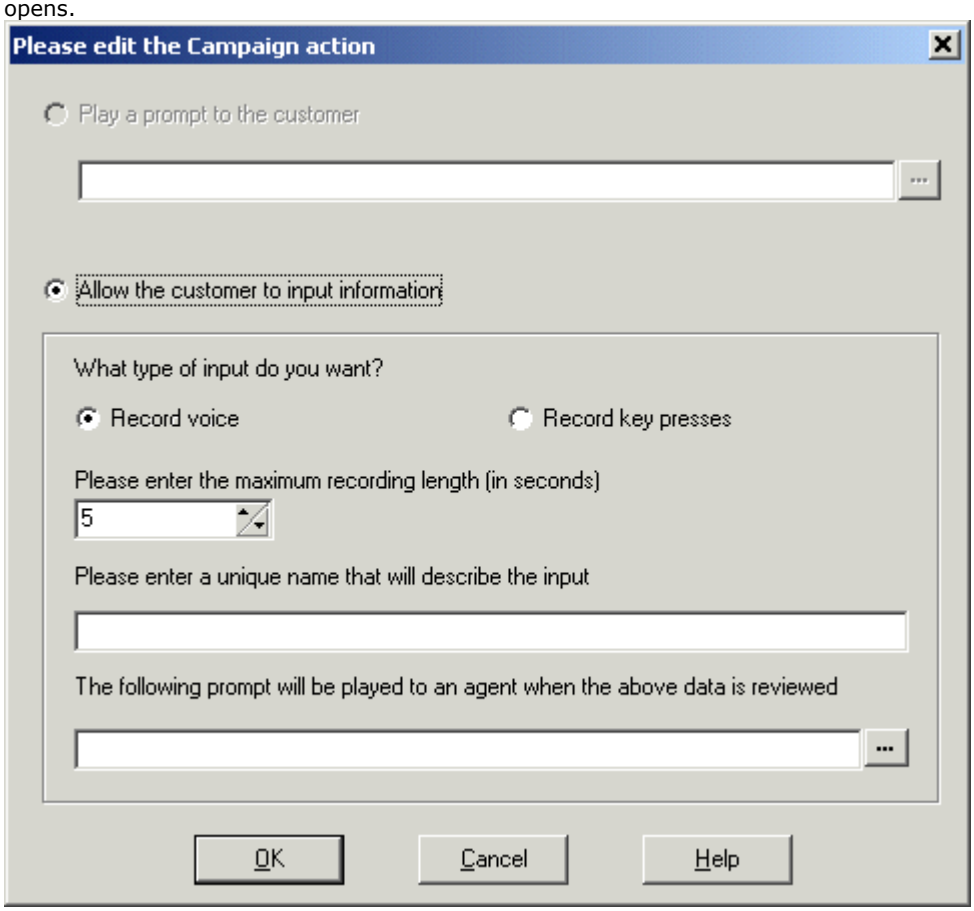
To delete a campaign:

1. Press **F7** or click **Campaign Editor**.
2. Select **Delete an existing Campaign** and click **Next**.
3. Select the required campaign and click **Next**.
4. Click **Finish** to delete the selected campaign.

11.4.1.1 Customer Prompts

The Customer Prompt window of the Campaign Wizard is used to set the sequence of questions that are played to callers and to record their responses.

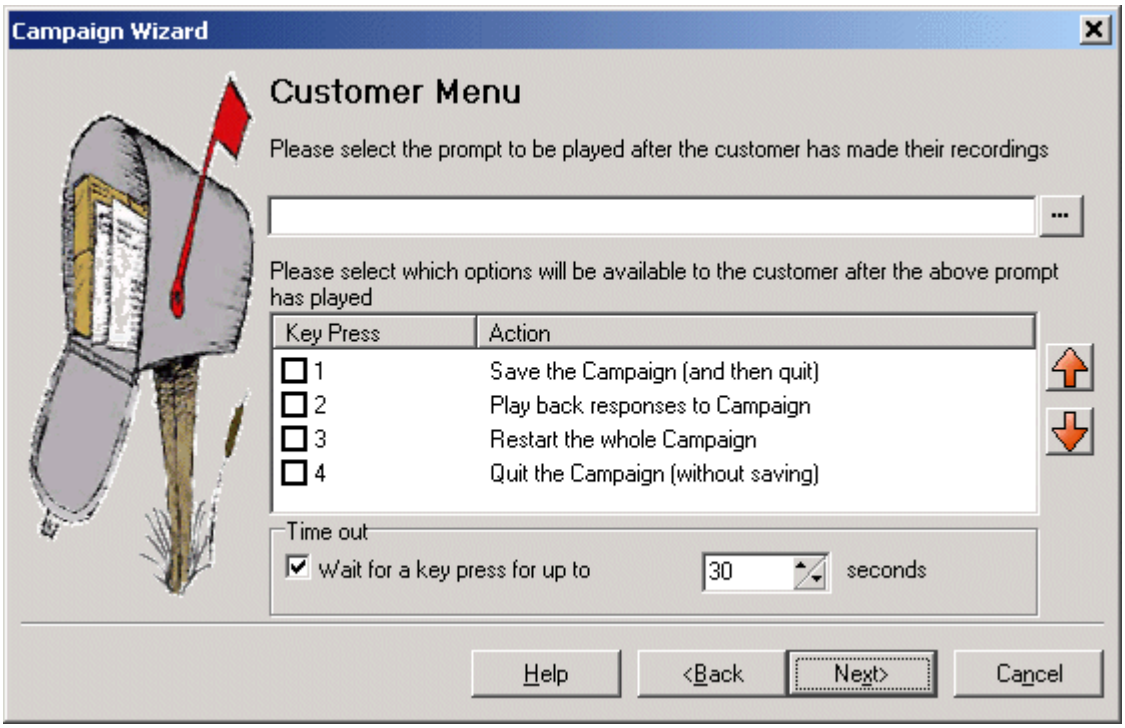
- **Add action**
  To add a new campaign action, click **Add action**. The **Please edit the Campaign action** window opens. Each campaign can include up to 21 questions.
- **Edit action**
  Select the prompt or recording to edit then click Edit action. The **Please edit the Campaign action** window opens.


Please edit the Campaign action
Play a prompt to the customer
Allow the customer to input information
What type of input do you want?
Record voice
Record key presses
Please enter the maximum recording length (in seconds)
5
Please enter a unique name that will describe the input
The following prompt will be played to an agent when the above data is reviewed
OK
Cancel
Help

- **Play a prompt to the customer**
  Select this option to play a prompt to the caller. Click ... to specify which prompt to play or create a new prompt in the Wave Editor window. See Using the Wave Editor 93.
- **Allow the customer to input information**
  Select this option to if you want the action to record the caller's response.
  - **What type of input do you want**
    This option sets whether the Voicemail Pro server should **Record voice** or **Record key presses**.
  - **Please enter the maximum recording length** or **Please enter the maximum number of key presses**.
    The field name depends on the type of input chosen. The time specified in seconds sets the maximum length of recording or the maximum number of key presses to record before the next action.
  - **Please enter a unique name that will describe the input**
    A name to associate with the action. The name should be a single word with no spaces.
  - **The following prompt will be played to an agent when the above data is reviewed**
    Use this option to select or create a prompt that is played to agents before hearing the caller's response.
    Click ... to specify which prompt to play or create a new prompt in the Wave Editor window. See Using the Wave Editor 93.

11.4.1.2 Customer Menu

After completing the sequence of questions and responses, the caller can be offered a menu of options. The Customer Menu window of the Campaign Wizard is used to select the options available.



- **Please select the prompt to be played after the customer has made their recordings**
  You can select or create a prompt that is then played to callers after completing the sequence of questions and answers. The prompt should inform the customer of which actions selected from the list they can use. Click ... to specify which prompt to play or create a new prompt in the Wave Editor window. See Using the Wave Editor 93.
- **Please select which options will be available to the customer after the above prompt has played**
  Check the boxes to select the options that will be available to the customer. The customer then needs to press the corresponding key.
  - **Save the Campaign (and then quit)**
    Saves caller responses and then disconnects the caller.
  - **Play back response to the Campaign**
    Plays back the customers responses to them and then repeats this customer menu.
  - **Restart the whole Campaign**
    Deletes the customer responses and restarts the sequence of questions and answers.
  - **Quit the Campaign (without saving)**
    Disconnects the customer without saving their responses.
  - **Move options**
    You can move the currently highlighted option so that the key presses associated with the options differ.
- **Timeout**
  Sets how long the Voicemail Pro server should wait for an answer before following the **No Answer** connection.

11.4.1.3 Campaign Identification

The Campaign Identification window of the Campaign Wizard is used to set a park location for the campaign and to name the campaign.

- **Where should this Campaign be parked**
  Enter a park slot number for the campaign. This number can be programmed under a DSS key. That key can then be used by agents to access the campaign. If the DSS key also incorporates a BLF lamp, that lamp is lit when new campaign messages are left.
- **The name of the Campaign is**
  Enter a name for the campaign.

11.4.2 Accessing Campaign Results

The results of a campaign can be accessed in several ways:

- **Using the Campaign Action** 125
  The Campaign action is used to route calls into a campaign after those calls have been routed to an appropriate start point on the Voicemail Pro server. The action's properties set whether the call is treated as a caller to the campaign or an agent processing the campaign messages. See Campaign Action 125.
- **Using a Campaign Park Slot Number** 344
- **Through a Web Browser** 345

When accessing the caller recordings from using a **Campaign** action or park slot number, the following controls are provided through the telephone keypad.

1	Go to the start of the call.		**7**	Previous response.
2	Rewind.		**8**	Start of response.
3	Stop processing the message.		**9**	Next response.
4	Mark call as processed and delete.		**0**	Pause.
5	Mark call as processed and save.		**#**	Fast forward.

11.4.2.1 Campaign Park Slots

The Park Slot number assigned to the Campaign can be used with programmable buttons to access that campaign. If the telephone has a message waiting lamp, the lamp will be lit when there are campaign messages waiting to be processed.

When accessing the caller recordings from using a **Campaign** action or park slot number, the following controls are provided through the telephone keypad.

1	Go to the start of the call.		**7**	Previous response.
2	Rewind.		**8**	Start of response.
3	Stop processing the message.		**9**	Next response.
4	Mark call as processed and delete.		**0**	Pause.
5	Mark call as processed and save.		**#**	Fast forward.

To assign a campaign to a programmable button:

1. In IP Office Manager, receive the IP Office configuration.
2. Open the required **User** form.
3. Select the **Button Programming** tab.
4. Select a free button
5. Right-click in the **Action** field.
6. Select **Emulation** > **Call Park**.
7. Right-click in the **Action Data** field. Enter the campaign's park slot number.
8. Save the configuration back to the IP Office and reboot.
9. The programmable button on the user's telephone will be flashing red when there are new messages in the campaigns park slot.
10. Press the button to display the campaign name and number of messages.
11. Press the button again to start processing those messages.

The UnPark Call function can also be used to collect the calls, but this method does not provide any visual feedback when messages are present.

To use the UnPark Call function:

1. Select a free programmable button
2. Right-click in the **Action** field.
3. Select **Advanced** > **Call** > **UnPark Call**.

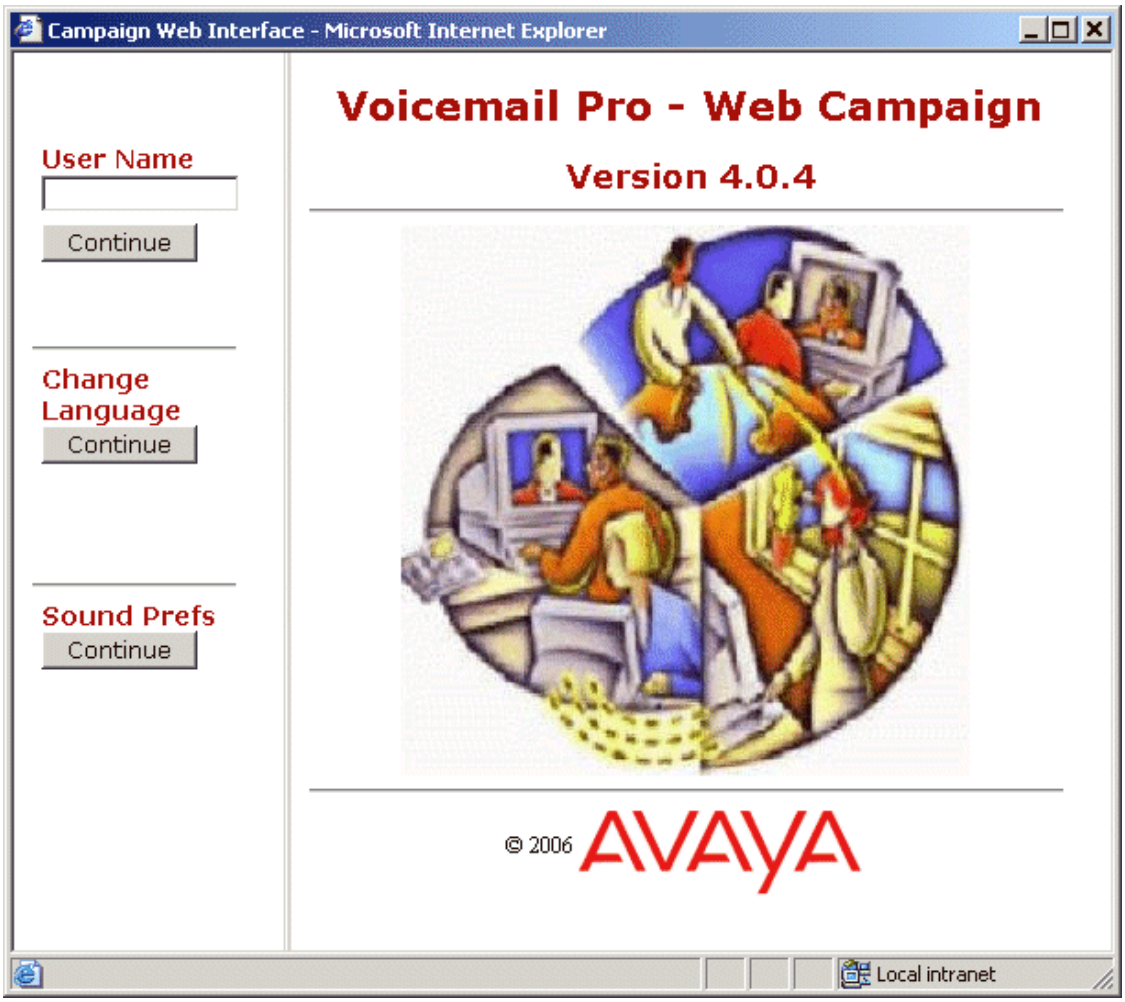
11.4.2.2 Using the Web Campaign

Use the Web Campaign Component to get access to play and change the status of campaign messages through a Web browser.

- To use Web campaigns, users must have the latest version of Microsoft Internet Explorer installed on their computers. Their computers must also have multimedia sound capabilities. Web campaign users must also have a voicemail mailbox. The name of their mailbox is requested when users browse the campaign messages.
- During installation of the Campaign Web Component, the root address of the Web server is requested. A folder called *campaign* is then added to that root. The web address for browsing is set up as a link from a page within a company intranet rather than typed directly by users.
- Access must be through http and not network file routing.

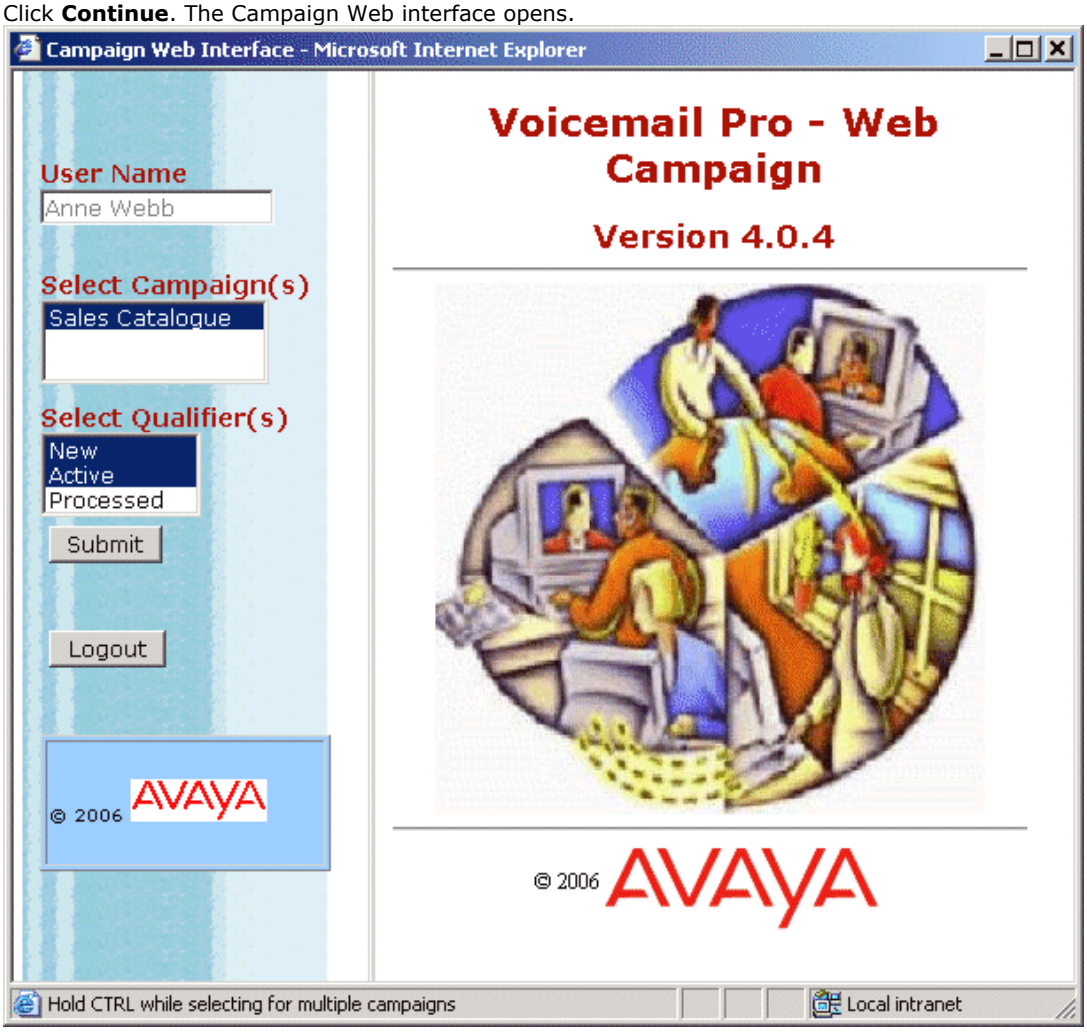
To view Web Campaign:

1. Open your internet browser.
2. Type the address **http://<server address>/campaign/campcgi.html.** The log in window opens.
   Note: If you are using Voicemail Pro installed on Unified Communications Module, see Accessing UC Module Voicemail Pro server 15.



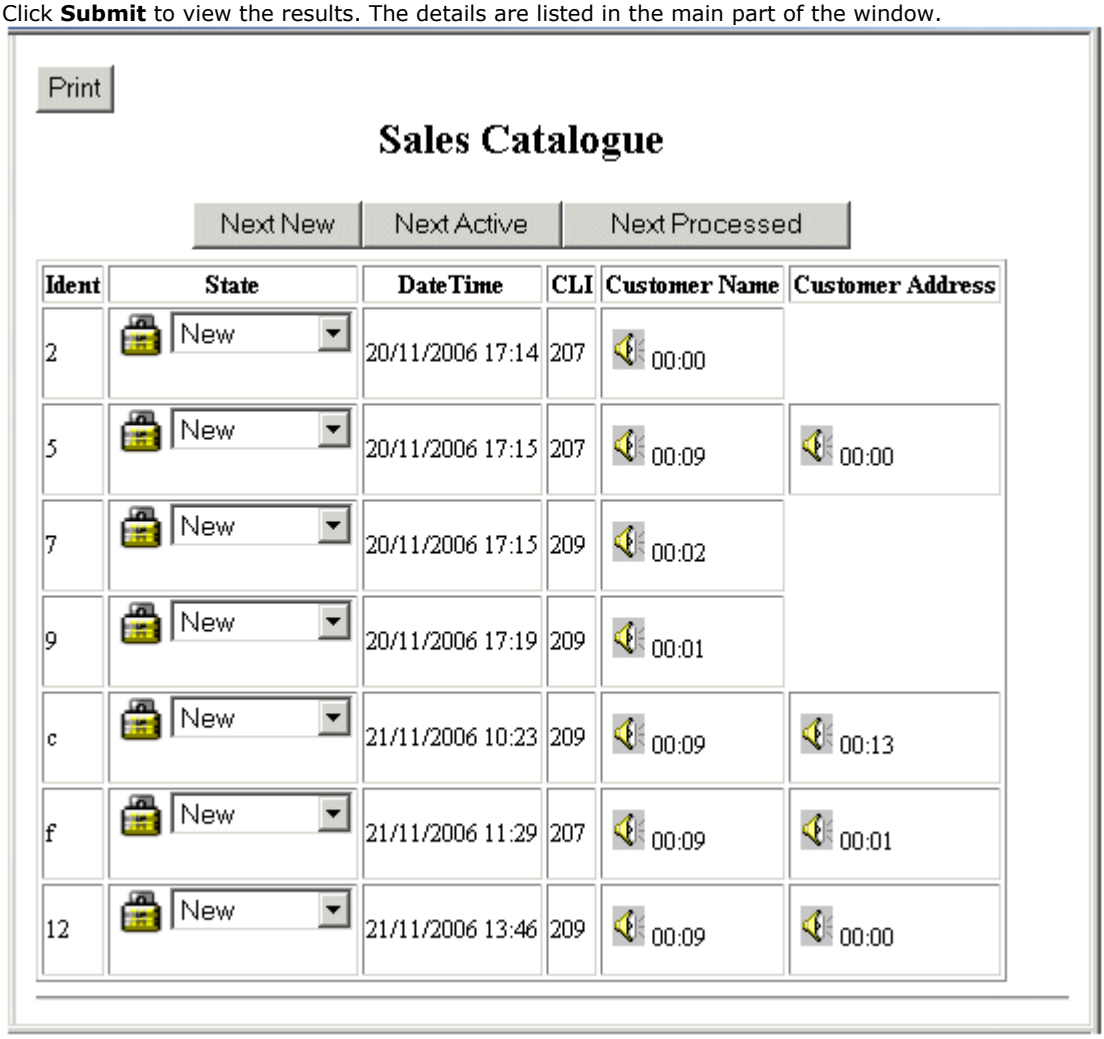
3. (Optional) To change the language click the language **Continue** button. A menu containing the countries' flags is shown. If you place your mouse cursor over a flag, the language that it represents in indicated.
   - Click the required flag to change the language.
4. (Optional) To change the sound preferences click the Sound Prefs **Continue** button.
   - Select the playback type of either the browser default or as background. The option background is the default selection.
   - Click **Back** to continue.
5. Enter your mailbox box name in the **User Name** field.

6. Click **Continue**. The Campaign Web interface opens.



7. Select the campaign results that you want to view.
8. Select the type of results that you want to view.

9. Click **Submit** to view the results. The details are listed in the main part of the window.



11.5 Fax Server Configuration

With an IP Office system, fax machines and servers can process fax messages in a number of ways.

- **Fax calls can be handled without the use of Voicemail Pro**
  In IP Office a fax machine can be set up to direct faxes to individual extensions or hunt groups. Faxes can be directed to the fax machines or servers based on the DDI or DID numbers of the incoming calls. See the IP Office Manager help and guide.
- **Fax calls detected by Voicemail Pro**
  When a fax message is left in a voicemail mailbox, Voicemail Pro can detect that the call is a fax call, and redirect the call to a fax machine or fax server to receive the fax. The incoming call can be routed to a system fax number or, in Intuity Mode, a fax number that the mailbox owner has specified.
- **Fax calls can be sent to a system-wide fax number**
  If Voicemail Pro detects a fax tone, it passes the call to the number that is set as the system fax number. This number can be an analog extension that is connected to a fax board in the fax server. For information about configuring an analog extension, see Configuring an Analog Extension Number for Fax Use 354.
- **Fax calls can be sent to a user defined mailbox number**
  If Voicemail Pro detects that the incoming call is a fax and if a system fax number has been specified, Voicemail Pro checks to determine whether the target destination is a user defined fax number. If it is, the system fax number is overridden and the incoming call is redirected to the user defined fax number.

  If no user defined fax number has been set, the fax is sent to the system fax number. When a system fax number is set, any fax calls that are received in user or hunt group mailboxes are directed to this number. This applies to both IP Office and Intuity Mailboxes. See Setting the Voicemail Pro System Fax Number 350.

  Intuity mailbox owners have options available through their telephone handset so that they can forward a fax to a preferred fax machine or send a fax to a printer. Intuity mailbox owners can find out how to set a mailbox fax number in the IP Office Intuity Mailbox User Guide.

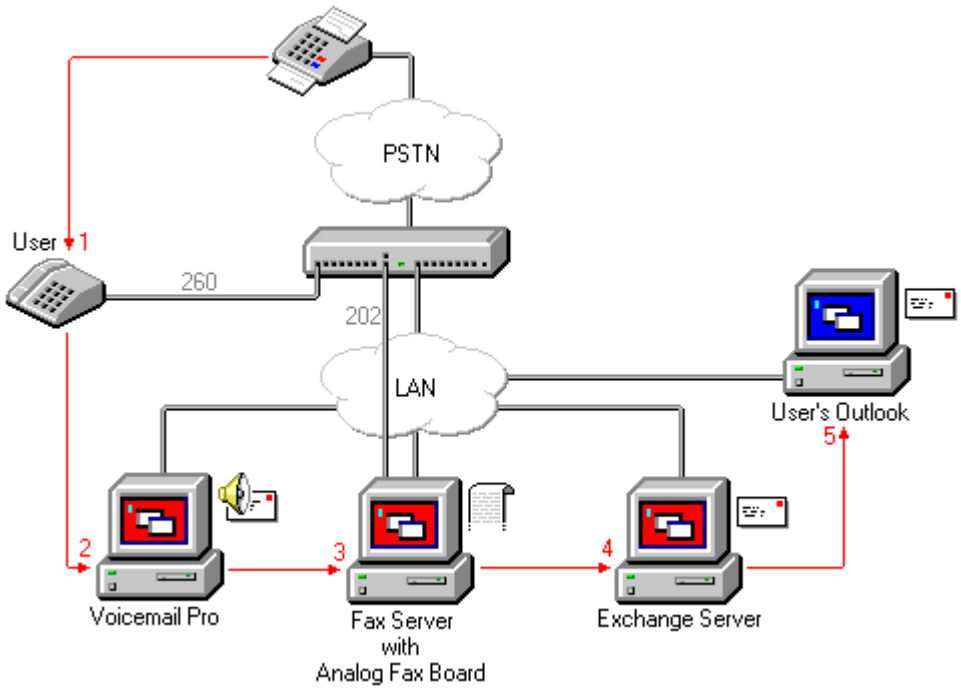
  If a fax system, such as a C3000, requires prefix addressing the system fax number is not used. Instead a prefix is specified so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example if a prefix of 54 is being used, a fax message for extension 201 would have the prefix of 54 automatically added so that the complete number would become 54201. The fax server then removes the system prefix and uses the extension number to determine the target destination for the fax. See Setting the Voicemail Pro System Fax Number 350.
- **Fax calls can be redirected using a call flow Menu action instead of a system fax number**
  If a system fax number is not set up, a menu action can be used instead. The **F** character can be used as one of the touch tone choices of a Menu action to specify the actions that should be applied to fax calls. See Routing Fax Calls Using a Menu Action 353.

- **Important**
  By default, Voicemail Pro fax detection is disabled. To enable fax detection, you must define a system fax number. See Setting the Voicemail Pro System Fax Number 350.

11.5.1 Fax Server Configuration

Here is an illustration to show how a fax server can be configured to work with an IP Office system. The illustration applies to the following popular fax server applications:

- Gfi FAXMaker
- Fenestrae Faxination
- Equisys Zetafax
- Captaris RightFax



The fax server is configured to distribute faxes to exchange server mailboxes based on the original (DTMF) fax sub address that is passed by Voicemail Pro. For the fax server and Voicemail Pro to interact, specific user rights are needed.

If the computer that is being used as the fax server uses an analog fax board, the fax board must be connected to an IP Office analog extension (POT) port.

Before you configure a fax server to work with Voicemail Pro, you must:

- Install the fax server software.
- Install the hardware and connect it to an IP Office.
- Install and configure the Exchange Connector.

For details of system requirements and information about installing a fax server, refer to the manufacturer documentation or visit the manufacturer web site.

The process for configuring a fax server to work with Voicemail Pro involves the following key steps:

1. Set the system fax number. See Setting the Voicemail Pro System Fax Number 350.
2. If prefixed numbers are being used you can set up a short code so that fax calls are routed to prefixed numbers.
3. If the chosen mailbox mode is Intuity, inform all mailbox owners that they can set up their own preferred fax destinations if they like. See Setting Up a User Defined Fax Number 352.
4. If a system fax number is not being used, you can set up a menu action to route fax calls. See Routing Fax Calls Using a Menu Action 353.
5. If the fax server computer uses an analog fax card, configure the extension number to use for faxes. See Configuring an Analog Extension Number for Fax Use 354.

11.5.2 Setting the Voicemail Pro System Fax Number

The **System Fax Number** is used to:

- Enable fax detection.

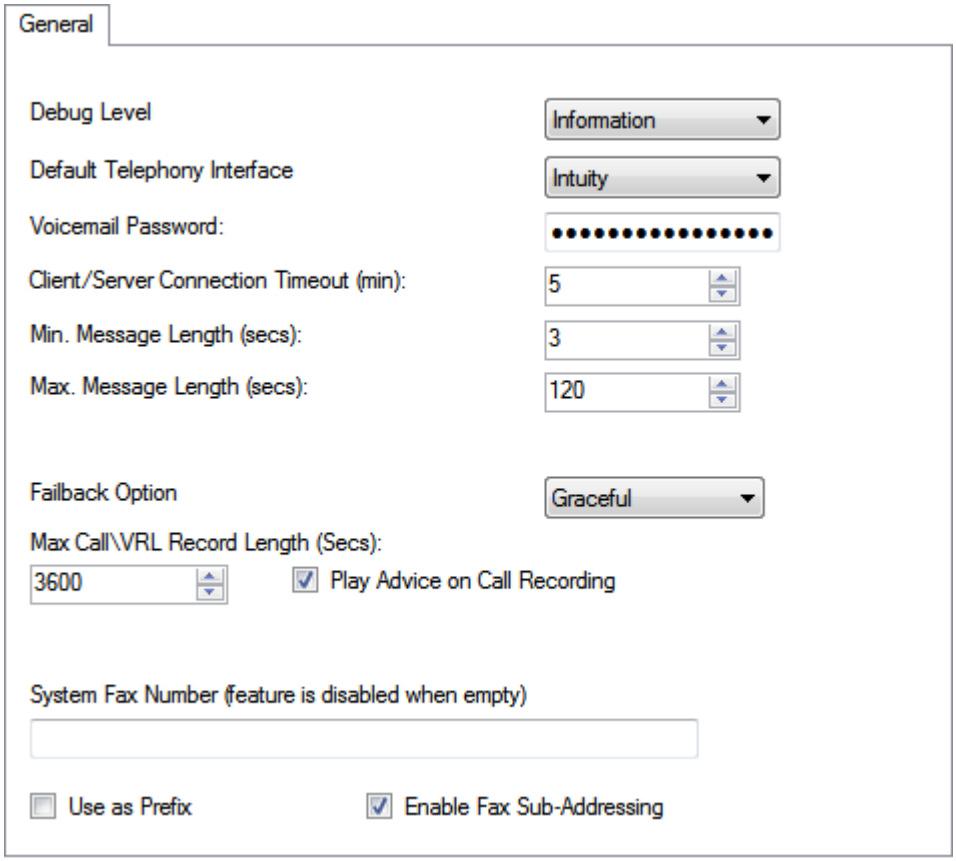
By default fax detection is not enabled when Voicemail Pro is first installed. When fax detection is enabled, any fax calls that are left in a voicemail mailbox, are redirected to the defined system fax number.

- Define the default destination for fax calls that arrive in a voicemail mailbox and which are to be redirected to a fax machine.

Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to a mailbox owner's personal fax number, if one has been set. For details, mailbox owners can refer *Avaya IP Office Intuity Mailbox Mode User Guide* (15-601130).

To set the Voicemail Pro system fax number:

1. From the **Administration** menu, select **Preferences**. The System Preferences window opens.
2. Click the **General** tab.



3. In the **System Fax Number** box, type the number of the general fax machine to which all incoming faxes are to be directed. This number must match the number of the analog extension that is connected to the fax board of the fax server computer.
   - Intuity mailbox owners can receive fax messages into their mailboxes and set a preferred fax number to use instead of the system fax number. As the administrator you still need to set up a system fax number to enable mailbox owners to set their own numbers. A personal mailbox fax number overrides the system fax number. For details, mailbox owners can refer *Avaya IP Office Intuity Mailbox Mode User Guide* (15-601130).
   - If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number In the **System Fax Number** box. Instead type the number to use as a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example if the prefix were 54, a fax message for extension 201 would have the prefix of 54 automatically added so that the complete number would become 54201.
4. To use the specified prefix, check the **Use as a Prefix** box so that the number that you typed in to the **System Fax Number** box is used. If your fax system does not use prefix addressing, leave this box unchecked.
   - **Important**
     For this feature to work, you also need to set up a short code.

5. Most fax servers perform fax forwarding based on DTMF signaling received with the fax call. Check the **Enable Fax Sub-Addressing** box so that the DTMF signal is passed to the fax server after the call has been answered. This is so that the fax can be forwarded to the e-mail address of the intended recipient.
6. Click **OK**.
7. Click **Save & Make Live**.

If prefixed numbers are being used, the next step is to up a short code so that fax calls are routed to prefixed numbers.

If the chosen mailbox mode is Intuity, you should then inform all mailbox owners that they can set up their own preferred fax destinations if they like. See Setting Up a User Defined Fax Number 352.

If a system fax number is not being used, you can set up a menu action to route fax calls. See Routing Fax Calls Using a Menu Action 353.

If the fax server computer uses an analog fax card, configure the extension number to use for faxes. See Configuring an Analog Extension Number for Fax Use 354.

11.5.3 Setting up Fax Forwarding

Voicemail Pro is set up to forward faxes when users dial *1. Faxes are forwarded as follows:

- Gfi FAXMaker faxes are sent to <faxnumber>@faxmaker.com
- Fenestrae Faxination faxes are sent to <faxnumber>@faxination.com
- Equisys Zetafax faxes are sent to <faxnumber>@zfconnector.com
- Captaris RightFax faxes are sent to <faxnumber>@rightfax.com

Example

For example, if a Gfi FAXMaker user dials *1 and enters the fax number to use followed by # to end the fax number and # to confirm, the fax is forwarded to <faxnumber>@faxmaker.com. Therefore if the user dials *1 followed by 201# and # to confirm, the fax is forwarded to 201@faxmaker.com.

- The fax server administrator must configure exchange connectors to receive such messages.

11.5.4 Setting Up a User Defined Fax Number

If you enable the feature for them, Intuity mailbox owners can set up a preferred personal fax number that is more convenient to their location, for example if they are out of the office.

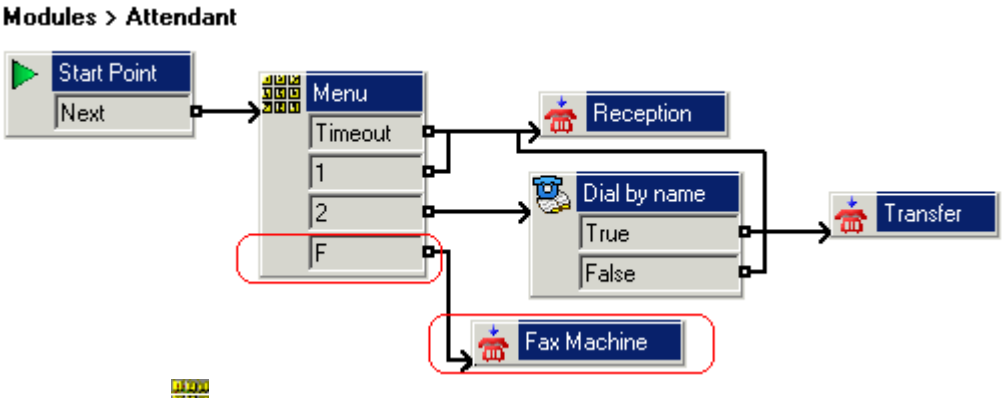
To set up a user defined fax number:

1. Complete the steps for setting up the system fax number. See Setting the Voicemail Pro System Fax Number 350.
2. Inform the mailbox owner that they can go ahead and set their preferred fax number. For details, mailbox owners can refer *Avaya IP Office Intuity Mailbox Mode User Guide* (15-601130).
3. If it has not already been done and the fax server computer is using an analog fax card, the next step is to configure the analog fax number to use. See Configuring an Analog Extension Number for Fax Use 354.

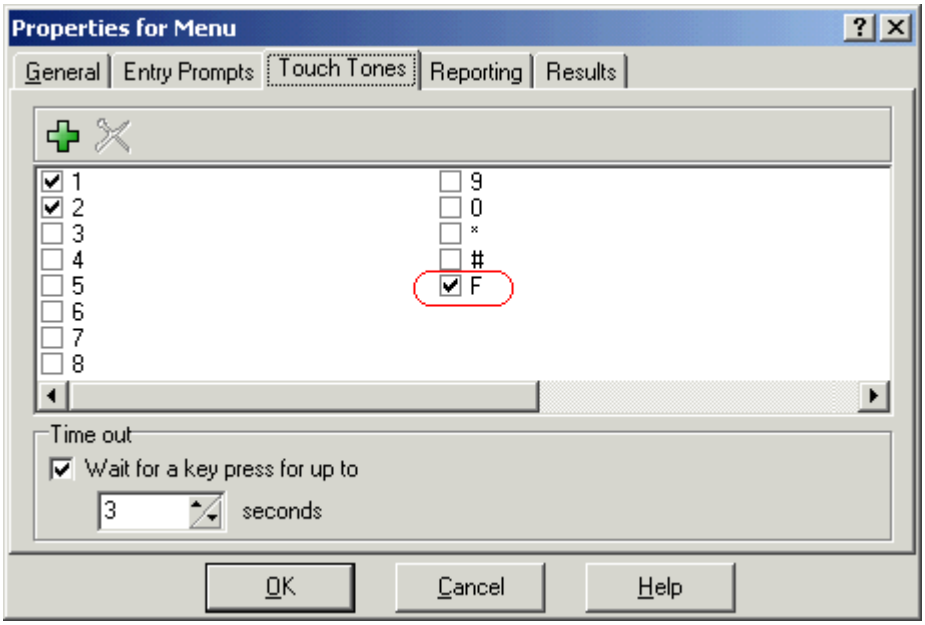
11.5.5 Routing Fax Calls Using a Menu Action

When an incoming call is routed to the auto attendant, the Menu action has the facility to detect and redirect fax calls. This capability is enabled by including a number in the system fax number field via the Voicemail Pro Client, and adding 'F' as the tone to detect in the Menu action. From the Menu action, incoming calls presenting a fax tone will then follow the 'F' call flow route, which could be a transfer call to a fax server extension or hunt group.

You can add the **F** character to the touch tone options of a **Menu** action to specify the actions that should be applied to fax calls. The corresponding result can then be routed as required for fax calls received by the associated call flow. The following example module call flow is using **F** to redirect incoming fax calls to a specific transfer number.



The **F** result was added to the **Menu** action **Touch Tones** tab using the + icon.

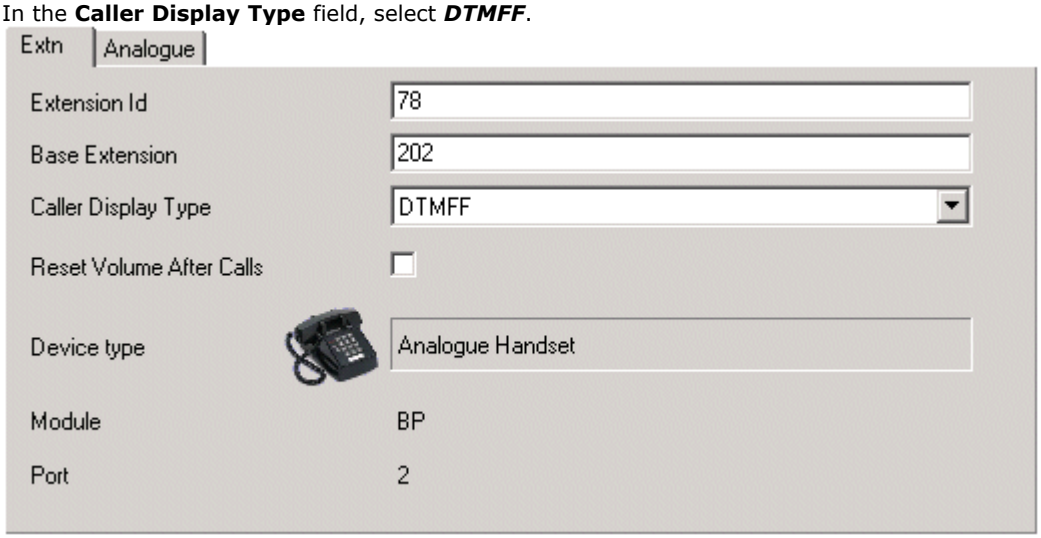


11.5.6 Configuring an Analog Extension Number for Fax Use

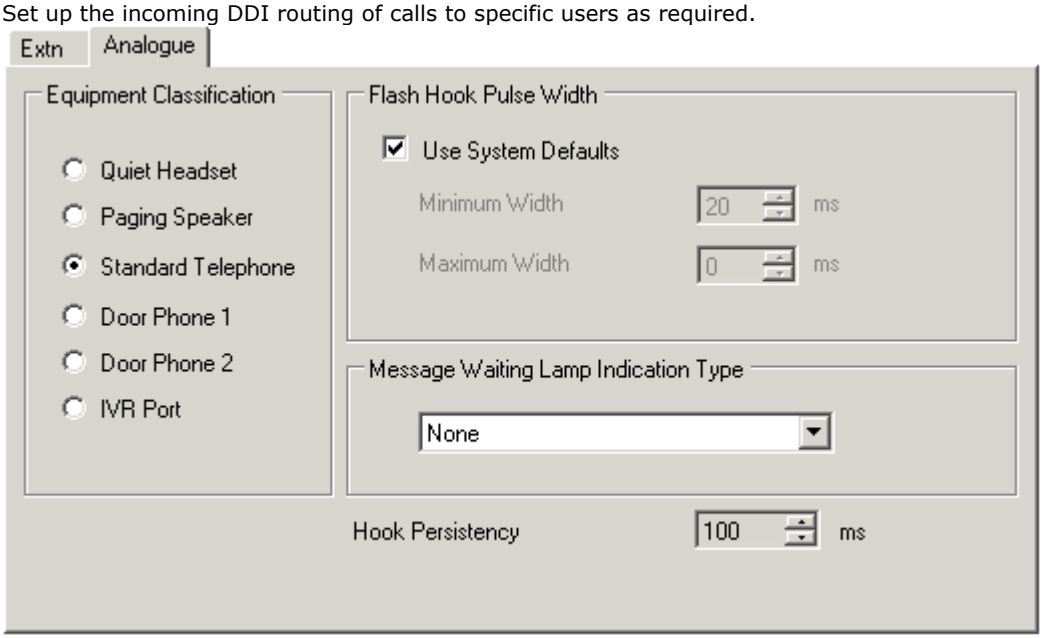
If the computer that is being used as the fax server uses an analog fax card, it must be connected to an IP Office analog extension (POT) port. You are then ready to configure the analog extension for fax use.

To configure an analog extension number for fax use:

1. In IP Office Manager, display the extension details for the extension that you are using for the fax.
2. View the **Extn** tab.
3. In the **Caller Display Type** field, select ***DTMFF***.



3. View the **Analogue** tab.
4. Set up the incoming DDI routing of calls to specific users as required.



- **Tip**
  If the fax board can support multiple lines, you can configure them as a group. The group number can then be used as the fax destination instead of an individual extension number.

The next step is to set the Voicemail Pro system fax number. See Setting the Voicemail Pro System Fax Number 350.

11.5.7 Castelle Fax Server

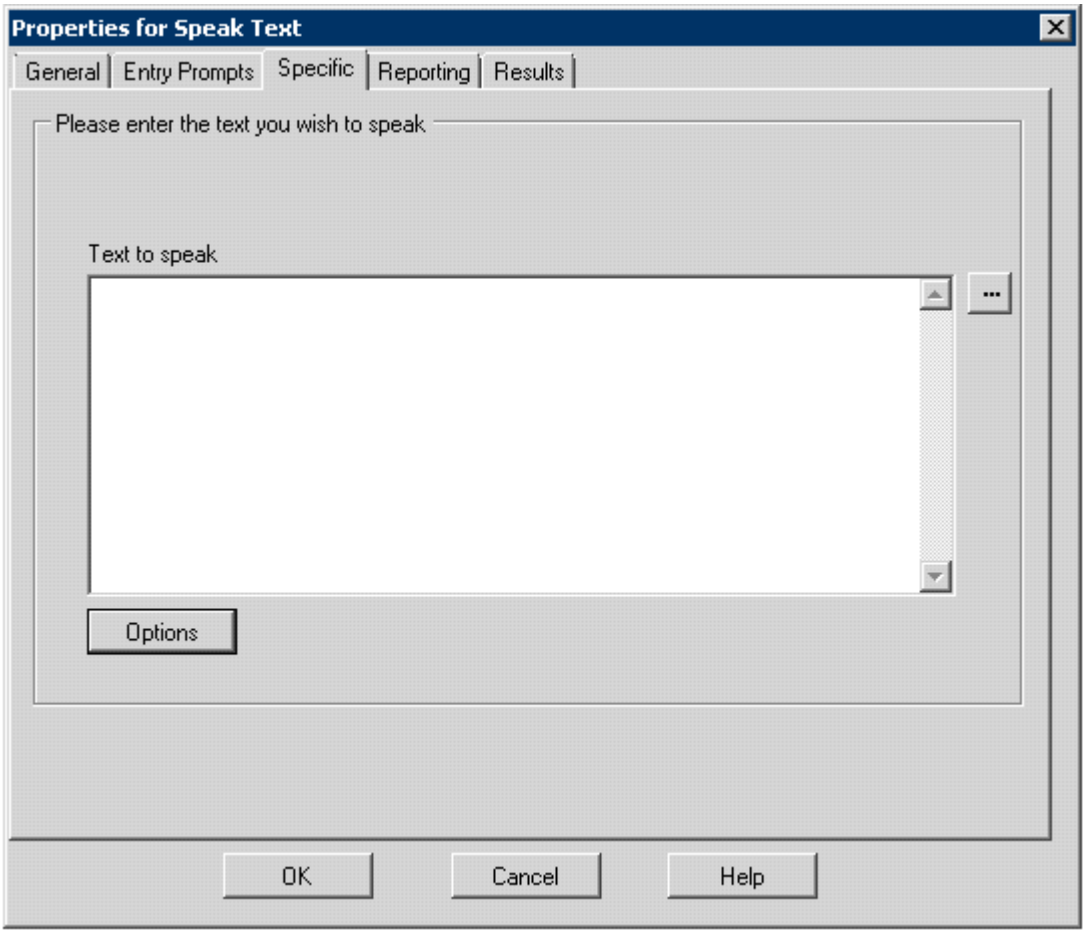
Voicemail Pro 4.1 added support for Castelle FaxPress products. This uses SMTP rather than MAPI to exchange fax e-mails with the Voicemail Pro server.

In order for the Voicemail Pro to recognize e-mails received from the fax server, the From name used must start with FaxPress. This is configured through the FaxPress client software as follows:

1. Login to the FaxPress client software as a supervisor.
2. Expand the Administration section on the left.
3. Select **Embedded Services**.
4. Select **Email Gateway**. Right-click on this and select **Configuration**.
5. Select the **Email to Fax** tab.
6. In the **Return address used in emails sent from the SMTP gateway** section, in the **Name** field enter a name in beginning with ***FaxPress***.

11.6 Using the Speak Text Action

One method of employing TTS is through adding a **Speak Text** action to a call flow. The text to be spoken is entered in the action's **Specific** tab.



This text can include combinations of:

- Typed text sentences.
- Voicemail Pro Call Variables 80. For example:
  - Entering $KEY would be replaced when spoken by the last digits dialed within the call flow by the caller.
  - If using database interaction, entering $DBD[x] would be replaced by the current value of that database field.
  - Entering $CLI would speak the caller's CLI, if available, back to them.

- SAPI 5 or SSML XML tags can be added to alter how the text is spoken. For example, when 123 needs to be spoken as one two three rather than "one hundred and twenty-three", using SAPI 5, enter ***<spell>123</spell>*** and using SSML, enter ***<say-as interpret-as="number" format="digits">123</say-as>***.

11.6.1 Text to Speech SAPI and SSML Controls

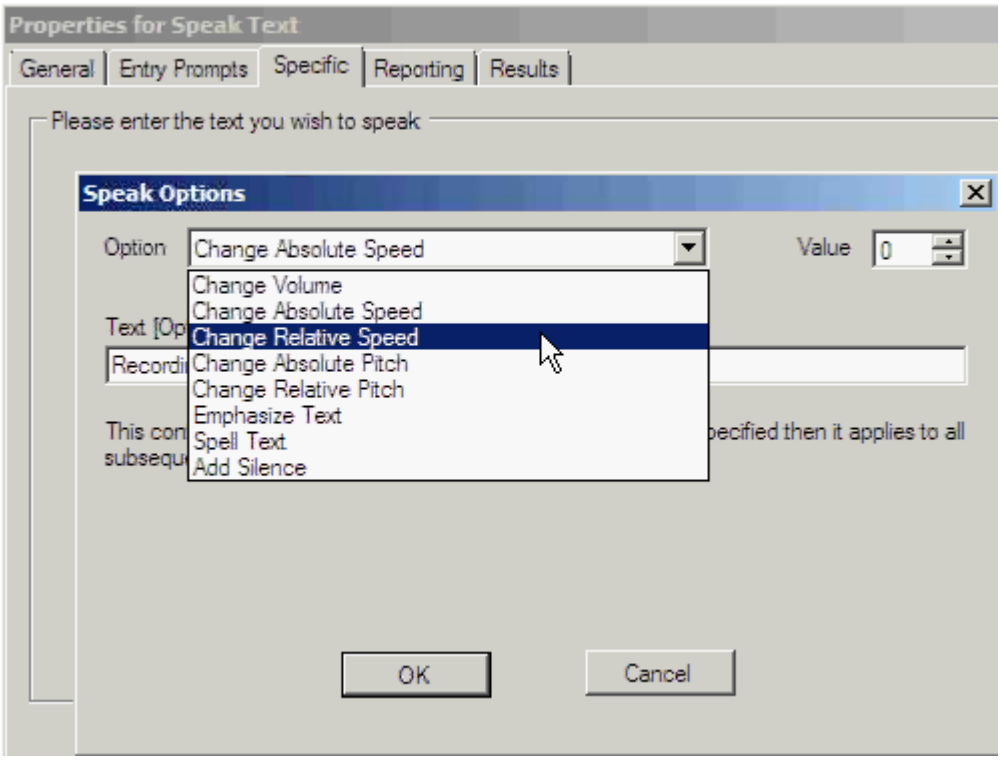
Voicemail Pro TTS engines use Microsoft Speech Application Program Interface (SAPI) for TTS on Windows and Speech Synthesis Markup Language (SSML) for TTS on Linux.

The TTS engines use XML tags in the text that needs to be converted into speech to change the way the text is spoken. For example, in the following text, the items within the <> brackets are the XML tags that TTS engines use to change how the text is spoken.
This is the <volume level="90">text</volume> to speak

Connect to Voicemail Pro server on Windows

1. Log in to Voicemail Pro server on Windows using your Administrator user name and password.
2. Create a call flow with a SpeakText action.
3. Right-click the SpeakText action and select **Properties**.
4. In the **Properties for Speak Text** dialog box, under the **Specific** tab, click **Options**.
5. In the **Speak Options** dialog box, select an option from the following list to change the way TTS speaks a text. For more information on each of the options, see Option 112.
   - Change Volume
   - Change Absolute Speed
   - Change Relative Speed
   - Change Absolute Pitch
   - Change Relative Pitch
   - Emphasize Text
   - Spell Text
   - Add Silence

   For example, when you select **Change Relative Speed** and set the value to **2**, the rate at which the text will be spoken will be 2 seconds per word.



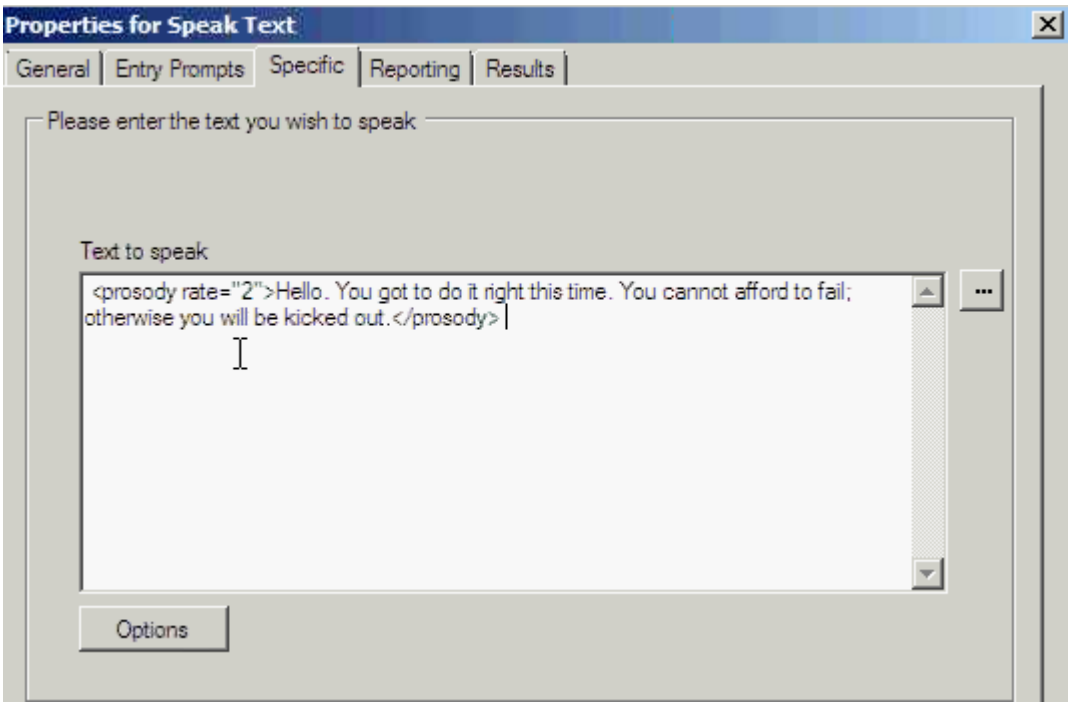
6. Click **OK**. The Text box displays text surrounded by XML tags. These are called **SAPI** tags.
7. Save the Speaktext call flow you have created.

Connect to Voicemail Pro server on Linux

1. Log into Voicemail Pro server on Linux using your Administrator username and password.
2. Create a call flow for Speaktext action.
3. Right-click and select **Properties**.

4. Click **Options**.
5. From the list of options available, select an option to change the text speech. For example, select **Change Relative Speed** and set the value to 2.

The tags seen in the Text box will be different from the XML tags displayed when creating SpeakText call flow in Voicemail Pro on Windows. These tags are called as **SSML** tags.


Properties for Speak Text
General
Entry Prompts
Specific
Reporting
Results
Please enter the text you wish to speak
Text to speak
<prosody rate="2">Hello. You got to do it right this time. You cannot afford to fail; otherwise you will be kicked out.</prosody>
Options

Importing or restoring call flows with Supported Speak Tags between Windows and Linux

When you import or restore Speak Text call flows from Windows to Linux or Linux to Windows, the XML tags automatically change from SAPI to SSML or SSML to SAPI respectively.

Importing call flows with Unsupported Speak Tags

If the call flow has an unsupported XML tag, that is, a tag which is not available in the **Speak Options** drop-down list, the system displays an error message. When you import such calls from Windows to Linux or Linux to Windows, the system displays an error message with the corresponding call flow names and their location prompting to either continue or quit.

- If you continue the import, the system will add the corresponding files to the database. You can revisit the call flow and replace the unsupported tag with the correct SAPI or SSML tag.
- If you quit the import, the system aborts the call flow import.

Restoring call flows with Unsupported Speak Tags

When you restore call flows with unsupported XML tags in a Speak Text action, Voicemail Pro logs a warning message for each corresponding call flow action detected, indicating the call flow name where the action was detected.

11.6.1.1 XML Tags

XML tags can be used in the following ways:

- **Tags with text:** Example = *<volume level="90">text</volume>*
  These tags consist of:
  - An opening XML tag, in the example above <volume level="90">.
  - The text to which the opening tag command should be applied.
  - A closing XML tag. The closing tag uses the same command as the opening tag, prefixed with / and no other settings. In the example above this is **</volume>**.
- **Empty Tags:** Example = *<volume level="90"/>All following text*
  The command and settings apply to all subsequent text. The empty tags do not include closing tags.
- **Nested Tags**: Example=*<volume level="90">Speak this text with volume level 90<volume level="50">Speak this text with volume level 50</volume></volume>*
  These tags consist of one set of tags inside another.

Voicemail Pro TTS supports only the following XML tags.

- **Volume** 359
  Change the speech volume.
- **Rate** 359
  Change the speech rate.
- **Pitch** 360
  Change the speech pitch.
- **Emph** 360
  Add emphasis to words.
- **Spell** 360
  Spell out words and numbers literally.
- **Silence** 361
  Add a period of silence.

Example XML Tags

Volume
Controls the volume of the speech.

- **SAPI Tag: Volume**

  Attributes:
  This tag includes the following attribute.

  - **level=**
    Supports values between 0 and 100, being percentages of the system's set volume.

  Examples:
  - <volume level="50"/> Speak allow following text at level 50.
  - <volume level="50"> Speak this text at level 50</volume> and this as normal.

- **SSML Tag: Prosody**

  Attributes:
  This tag includes the following attribute.

  - **volume**=
    Supports values between 0 and 100, being percentages of the system's set volume.

  Examples:
  - <prosody volume="50"/>
  - <prosody volume="50"> Speak this text at level 50</prosody> and this as normal.

Rate
Controls the speed at which the text is spoken.

- **SAPI Tag: Rate**

  Attributes
  This tag includes one of the following attributes.

- **absspeed=**
  Sets the absolute speed for the speech in a range between -10 and 10 with 0 being normal speech.
- **speed=**
  Sets a speed change that is added to the current speed.

Examples:
- <rate absspeed="5"> Speak this text at rate 5</rate> and this text as normal.
- <rate absspeed="5"/> Speak subsequent text at rate 5.
- <rate speed="-5"/> Drop the current speech speed by 5.

- **SSML tag: Prosody**

  Attributes
  This tag includes the following attribute. This attribute **does not** support negative values.

  - **rate=**
    Sets the rate of the speech ranging from 0 to 10 with 0 being normal speech.

  Examples:
  - Absolute rate: <prosody rate="default"/><prosody rate=5>Speak this text at rate 5 </prosody>
  - Relative rate: <prosody rate="5">Increase the current speech speed by 5</prosody>

Pitch
Controls the pitch at which the text is spoken.

- **SAPI Tag: Pitch**

  Attributes
  This tag includes one of the following attributes.

  - **absmiddle=**
    Sets the absolute pitch for the speech in a range between -10 and 10 with 0 being normal speech.
  - **middle=**
    Sets a pitch change that is added to the current speed.

  Examples:
  - <pitch absmiddle="5"> Speak this text at pitch 5</rate> and this text as normal.
  - <pitch absmiddle="5"/> Speak all following text at pitch 5.
  - <pitch middle="-5"/> Drop the current speech pitch by 5.

- **SSML Tag: prosody**

  Attributes:
  This tag includes the following attribute.

  - **pitch=**
    Sets the pitch of the speech ranging from -10 to 10 with 0 being normal speech.

    Examples:
    - <prosody pitch="default"/><prosody pitch="5st">Speak this text at pitch 5</prosody>
    - <prosody pitch="default"/><prosody pitch="5"/> Speak all following text at pitch 5
    - <prosody pitch="-5">Drop the current speech pitch by 5</prosody>

Emphasis
Applies emphasis to a word or section of text. This tag should not be empty.

- **SAPI Tag: emph**

  Attributes:
  This tag has no attributes.

  Example:
  - Say <emph>hello</emph>

- **SSML Tag: emphasis**

  Attributes:
  This tag has no attributes.

  Example:
  - Say <emphasis>hello</emphasis>

Spell
Spell forces the engine to speak any text literally rather than applying any speech rules. This tag should not be empty.

- **SAPI Tag: spell**

  Attributes
  This tag has no attributes.

  Example:
  The telephone number is <spell>555 3468</spell>.

- **SSML Tag: say-as**

  Attributes
  This tag consists of the following attributes:

  - **interpret-as**=
    Sets the type of text to be interpreted.

  - **format=**
    Sets the format of the text.

  Examples:
  - The telephone number is <say-as interpret-as="number" format="digits">555 3468</say-as>
  - The spelling of hello is <say-as interpret-as="characters" format="characters">hello</say-as>

Silence
Inserts a period of silence. This tag should be empty.

- **SAPI Tag: silence**

  Attribute

  - **msec=**
    Sets the duration in milliseconds.

  Example:
  - A short silence of 1 second <silence msec="1000"/>done.

- **SSML Tag: break**

  Attribute:
  This tag consists of the following attribute.

  - **time=**
    Sets the duration in milliseconds.

  Example:
  - A short silence of 1 second <break time="1000ms"/>done.

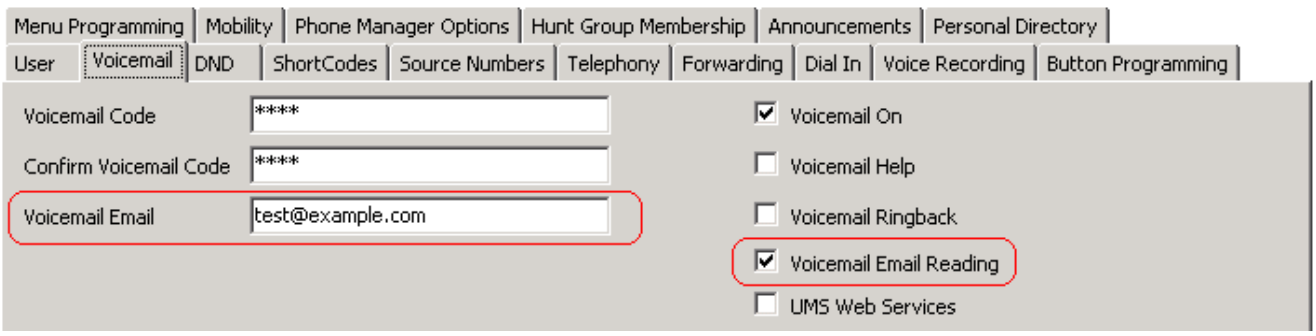
11.6.2 Setting Up Text To Speech to Read Email

In conjunction with MAPI e-mail clients and Exchange server, TTS can be used to read new e-mails in a user's e-mail inbox when they access their voicemail mailbox.

- The Voicemail Pro server must have been installed and configure to support voicemail e-mail using a MAPI client.
- E-mail reading can only be enabled for IP Office users whose Profile setting is set to Mobile User or Power User. IP Office must have a **VMPro TTS (Generic)** or a **VMPro TTS (ScanSoft)** license for e-mail reading to work with a Windows-based Voicemail Pro server and a **VMPro TTS Professional** license for e-mail reading to work with a Linux-based Voicemail Proserver.
- This feature is supported only for Intuity mode. Users hear their new voicemail messages and then the number of "Messages with text". Before each e-mail is spoken, details of who it is from, when the message was sent and the size are given. These details assist the users to skip large or non-urgent e-mails.
- E-mail reading cannot be used for e-mails in HTML format. If HTML messages are received, all of the code will be read out as a message.

1. Within the IP Office configuration, display the settings for the user.
2. On the **User** tab, set the user's **Profile** to either **Mobile User** or **Power User**.

3. On the **Voicemail** tab,



- **Voicemail Email**
  Enter the user's e-mail address.
- **Voicemail Email Reading**
  Enable this option for TTS e-mail reading.

Chapter 12.
Exchange Server Integration

12. Exchange Server Integration

For customers using Microsoft Exchange, user can be configured to have their voicemail messages forwarded to their email mailbox. Those users can then use Microsoft Outlook to view, manage and playback their voicemail messages. This is referred to as UMS Exchange Integration 211.

For IP Office Release 9.1, the voicemail server can use Exchange Web Service (EWS) to connect to the Exchange server. This simplifies exchange integration as it removed the need to install and configure MAPI on server and client PCs. It is supported for the IP Office Server Edition, IP Office Application Server and Unified Communications Module Linux based voicemail servers connecting to Exchange 2010 and Exchange 2013 servers.

Prerequisites

1. Network connectivity and discovery from Voicemail Pro Server and Exchange Service - The domain and hosts of exchange server should be reachable.
2. Auto discovery service is running on the Exchange Server.
3. Suitable IP Office user profiles licenses (***Teleworker***, ***Office Worker*** or ***Power User***) on the IP Office system.

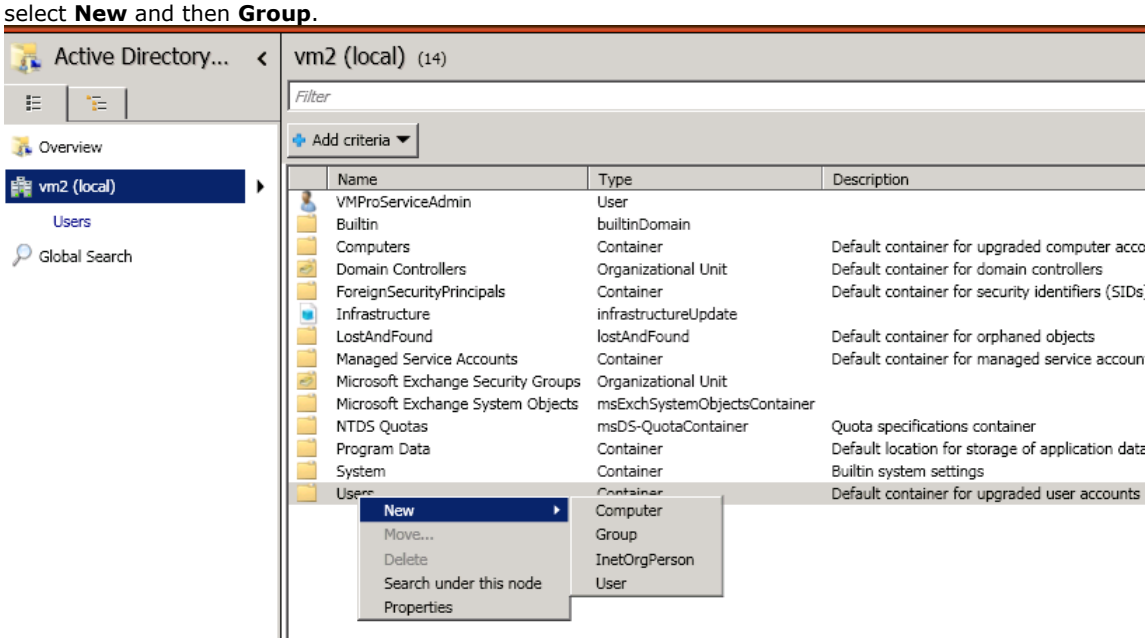
12.1 Exchange Server Configuration

On the exchange server an access group is created. Any email users requiring Exchange integration can then added to that group and their email address set against their user configuration in the IP Office. A service account is also created for the IP Office voicemail server.

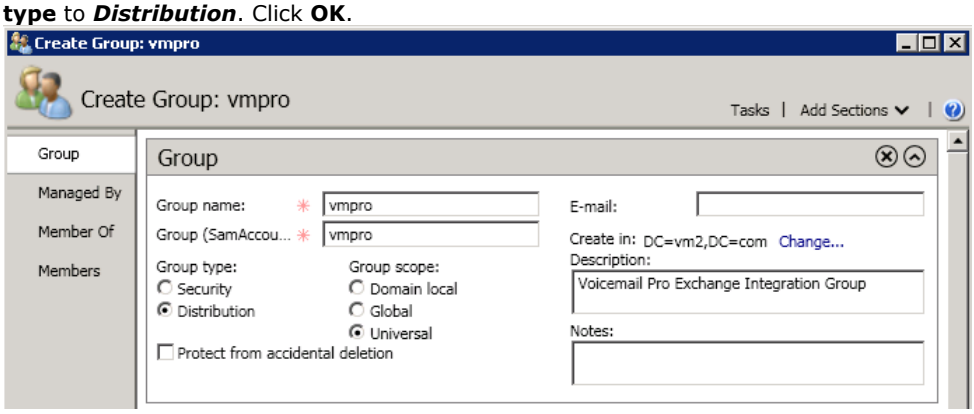
The screenshot shown here are for Exchange 2010, however the process is the same for Exchange 2013.

To configure Exchange Server:

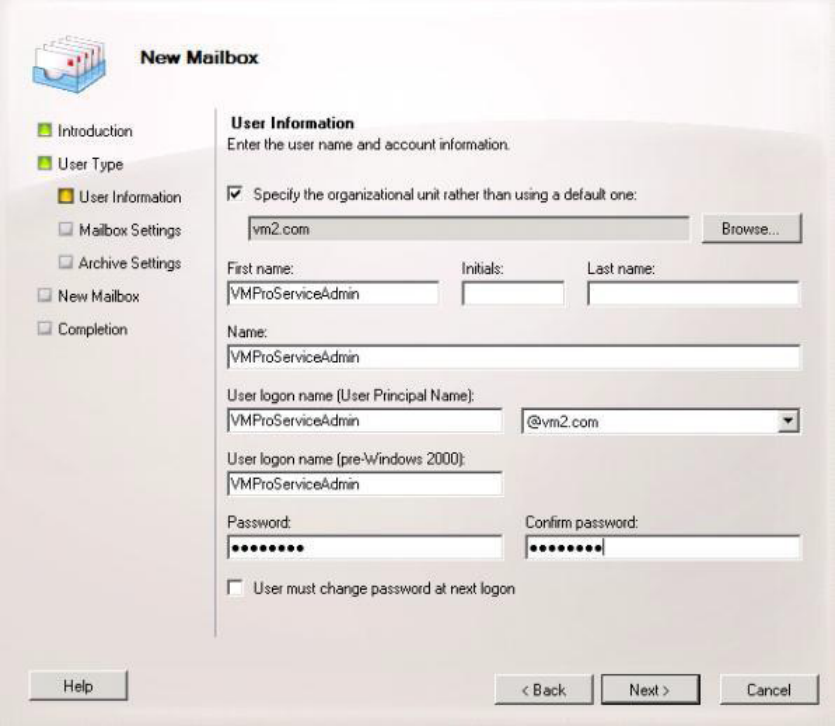
1. **Create an access group for Voicemail Pro:**
   a. Open the Active Directory Administrative Center. In the console, select the domain. Right-click on **Users** and select **New** and then **Group**.



   b. For our example we have used the **Group Name** as ***vmpro***. Set the **Group Scope** to ***Universal*** and **Group type** to ***Distribution***. Click **OK**.



2. **Create an Exchange service account:**
   In the Exchange Management Console, create a **Service Account**. For our example we created one called ***VMProServiceAdmin***. This becomes the user identity that the voicemail server needs to use to forward users messages to the Exchange server.



3. **Assign application impersonation rights to the group:**
   Open Exchange Management Shell and execute following commands. In these and the following command, where applicable replace the domain name, group name and exchange service name in the commands with used in the previous steps.

   a. Create a management scope called ***vmpro-scope*** with a filter for the group created above using the following command:
   [PS] C:\Windows\system32>New-ManagementScope -Name:vmproscope -RecipientRestrictionFilter {MemberofGroup -eq "CN=vmpro, CN=Users,DC=vm2,DC=com"}

   b. Assign the impersonation permissions to the ***VMProServiceAdmin*** user using the following command:
   [PS] C:\Windows\system32>New-ManagementRoleAssignment -Name:VMProImpersonationRole -Role:ApplicationImpersonation -User:VMProServiceAdmin@vm2.com

4. **Exchange Web Service Configuration:**
   Configure the exchange web service external URI using the following commands:

   a. Use the following command to get the Exchange server's identity:
   [PS] C:\Windows\system32>Get-WebServicesVirtualDirectory | fl Identity

   Identity : WIN-UM2UN5GIKMG\EWS (Default Web Site)

   b. Use the following command to set the external URL for the identity:
   [PS] C:\Windows\system32>Set-WebServicesVirtualDirectory -Identity "WIN-UM2UN5GIKMG\EWS (Default Web Site)" -ExternalUrl https://win-um2un5gikmg.vm2.com/EWS/Exchange.asmx

   c. The final properties of virtual directory should show correct URL. Check this using the following command:
   Get-WebServicesVirtualDirectory | fl

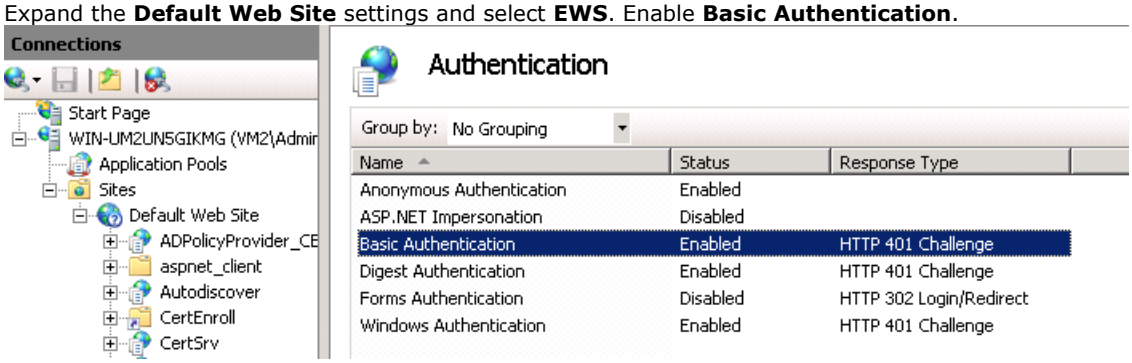
5. **Autodiscovery Service configuration:**

   a. Use the following command to set the URL for EWS auto-discover.
   [PS] C:\Windows\system32>Set-ClientAccessServer -Identity "WIN-UM2UN5GIKMG" -AutoDiscoverServiceInternalUri https://win-um2un5gikmg.vm2.com/autodiscover/autodiscover.svc

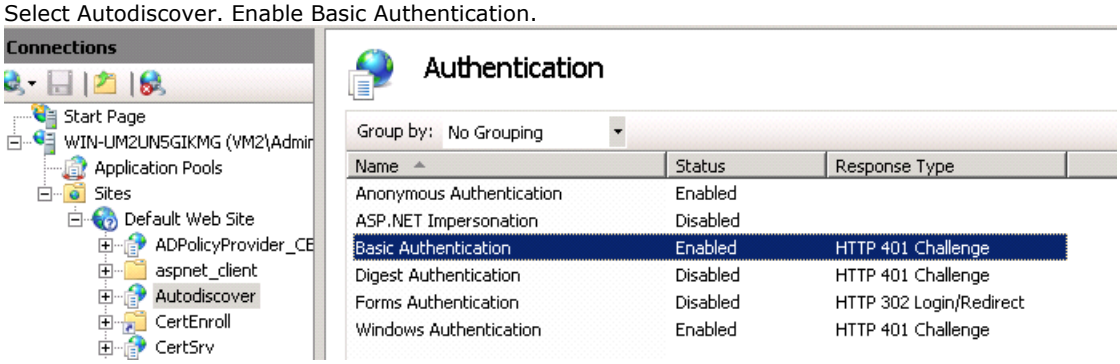
   b. The final properties of virtual directory should show correct URL. Test with following command:
   Get-ClientAccessServer | fl AutoDiscoverServiceInternalUri

6. **Configure the IIS options for EWS and Autodiscovery**:
   Using the IIS management console.

a. Expand the **Default Web Site** settings and select **EWS**. Enable **Basic Authentication**.



b. Select Autodiscover. Enable Basic Authentication.



c. Check that **SSL** is enabled for ***EWS*** and ***Autodiscover***.

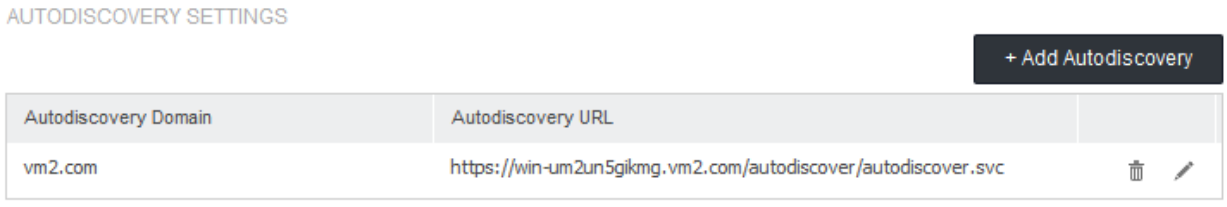
12.2 Voicemail Pro Configuration

EWS is enabled for the Voicemail Pro through the server's web management menus. For a IP Office Server Edition system that means the menus of the primary server.

- **! WARNING**
  This process requires the voicemail service to be stop and then restarted. Doing so will end all current calls and services using the voicemail server.

To configure the Voicemail Pro to use EWS:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - System Preferences**.
3. Click on **Email**.
4. Click on the **Enable MAPI/EWS** drop-down and select ***EWS***. The fields configuring EWS connection to the Exchange server are now shown.
5. Click on **+ Add Autodiscovery**. Set the details to match the autodiscovery settings configured on the Exchange server (see Step 5 of the Exchange Server Configuration 366).

   a. Set the **Autodiscovery Domain** to match the domain used by the Exchange server. For our example that was ***vm2.com***.
   b. Set the **Autodiscovery URL** to match that set when configuring the Exchange server. For our example that was ***https://win-um2un5gikmg.vm2.com/autodiscover/autodiscover.svc***.
   c. Click **Save**.
6. In the **EWS** section enter the details of the server account configured on the Exchange server for use by the voicemail server (see Step 2 of the Exchange Server Configuration 366).

7. After making any changes, click **Update**.
8. When asked to confirm the changes, click **Yes**.
9. The voicemail server needs to be restarted for the new settings to come into use:
   a. Click **Solution**.
   b. Click on the ☰ icon next to the server and select **Platform View**.
   c. In the list of services, click on the **Stop** button next to the **Voicemail** service.
   d. Once the service has stopped, click on the **Start** button to restart the service.

12.3 User Configuration

User configuration for EWS exchange integration consists of two parts:

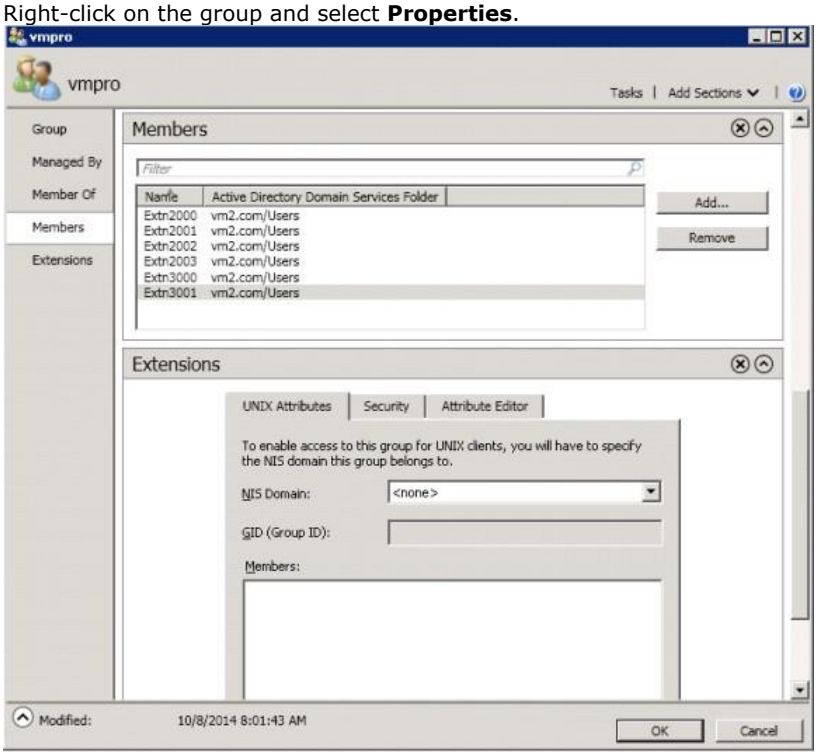
1. **Exchange Configuration**
   Add the Exchange user to the access group that was created on the Exchange server.
2. **IP Office User Configuration**
   In the IP Office system configuration, enter the email address in the IP Office user's configuration and set their voicemail messages to be forwarded to the Exchange server.

12.3.1 Exchange User Configuration

Those user for which EWS Exchange integration is required need to be added to the access group that was previously created on the Exchange server (see Step 1 of the Exchange Server Configuration 366).

To add a user mailbox to the access group:

1. Open the Active Directory Administrative Center. In the console, select the group previously created for the voicemail server. For our example that was ***vmpro***.
2. Right-click on the group and select **Properties**.



3. Click **Add** and select the user's email account.
4. Repeat the process for any other users that need to be added.
5. Click **OK**.

12.3.2 IP Office User Configuration

Exchange integration is part of a set of features on the IP Office called UMS Web Services. It covers voicemail access using IMAP email client, web browser or Exchange mailbox. For Exchange integration the addition step is the automatic forwarding of the user voicemail messages to their email address.

The ability to use these functions requires the user to be configured for one of the following IP Office user profiles. Note that these profiles require appropriate IP Office licenses for each configured user.

- **IP Office Server Edition**
  For these systems, Exchange integration is supported for users whose **Profile** is set to ***Office Worker*** or ***Power User***.

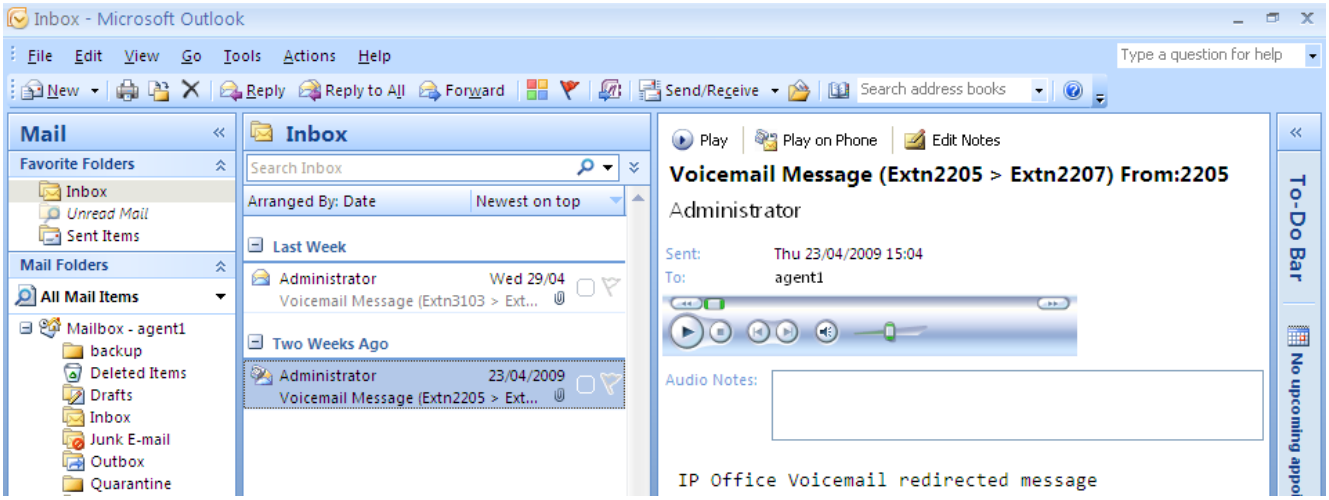
- **Unified Communications Module/IP Office Application Server**
  For these systems, Exchange integration is supported for users whose **Profile** is set to ***Teleworker***, ***Office Worker*** or ***Power User***.

To configure the user for Exchange integration:

1. Using either IP Office Manager or web manager, load the user settings and select the **Voicemail** tab.
2. Ensure that a **Voicemail Code** is set. Though not used for Exchange integration it is used for other UMS Web Services functions.
3. In the **Voicemail Email** field enter the user's email address on the Exchange server.
4. Set the **Voicemail Email Mode** to ***Forward***.
5. Enable the **UMS Web Services** option.
6. Click **Update**.

12.4 Exchange Mailbox Operation

UMS can be configured to use a user's Exchange server email account as the user's voicemail message store rather than the voicemail server. The user can then see and playback messages through their email inbox.



- Mailbox access using the telephone, visual voice or one-X Portal for IP Office is done against voicemail messages in the e-mail account. Therefore some actions offered by the non-email interfaces cannot be used as they have no e-mail equivalents.
  - Messages stored in an e-mail account cannot be saved.
  - Undeleting messages using **8 from the telephone does not work for voicemail messages stored in Exchange.
- Access using UMS IMAP and UMS web voicemail is not supported.
- Messages are not subject to Voicemail Pro housekeeping.
- Only voicemail messages in the inbox are recognized. If a message is moved to another mailbox folder it is no longer visible to the voicemail system.
- Message waiting indication (MWI) is supported.
- **Note**
  When using an Exchange server as the message store for a user's voicemail messages, the Voicemail Pro server will deliver messages to the Exchange server on completion of the recording. However, the presentation to Outlook and back to the Voicemail Pro server for message waiting indication (MWI) and access via telephone is delayed by Exchange server processing. The delay is typically 1 or 2 minutes. The same delay also applies to changes in the message status that affect message waiting indication.

Chapter 13.
Appendix

13. Appendix
13.1 SMTP Logging

SMTP error logging is enabled to generate a log of SMTP activity.

For a Windows-based Voicemail Pro installation, the activity is logged in a file in **C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\logs**. The file name includes a date stamp for the day on which it is generated. For a Linux-based server the log files can be archived and downloaded using the web control menus.

SMTP Error Codes

Value	Meaning
1	An exception has occurred.
3	The process has run out of memory.
4	An error has occurred due to a problem with the message body or attachments.
5	There was a problem initiating the conversation with the mail server. Ensure the setting of the Domain property is correct.
6	There was an error terminating the conversation with the SMTP mail server.
7	The "From" address was not formatted correctly or was rejected by the SMTP mail server. Some SMTP servers will only accept mail from particular addresses or domains. SMTP mail servers may also reject a From address if the server cannot successfully do a reverse lookup on the address.
8	An error was reported in response to receipt address. The SMTP server may refuse to handle mail for unknown recipients.
9	There was an error connecting to the SMTP mail server.
10	There was an error opening the file. If you have specified file attachments, ensure that they exist and that you have access to them.
11	There was an error reading a file. If you have specified file attachments, ensure that they exist and that you have access to them.
15	No mail server specified.
16	There was a problem with the connection and a socket error occurred.
17	Could not resolve host.
18	Connected but server sent back bad response.
19	Could not create thread.
20	Canceled as a result of calling the Cancel method.
21	The operation timed-out while the host was being resolved.
22	The operation timed-out while connecting.
24	ESMTP Authentication failed.
25	The selected ESMTP Authentication mode is not supported by the server.
26	ESMPT Authentication protocol error.
27	Socket Timeout error.
105	Invalid license key.

13.2 Voicemail Pro Syslogs

You can use Voicemail Pro syslogs for the voicemail system management and security auditing. Syslogs can include:

- *Audit Trail* logs that you can use for complying with industry regulation and/or specific customer agreements.
- *Security* logs that you can use for discovering and tracking security breaches, and enabling responses to security threats.
- *Trace* logs that you can use for the detailed tracking of process, data, or communication flow. Trace logs have very low-level details and you can use them for advanced debugging and troubleshooting.
- *Debugging* logs that you can use for troubleshooting issues that require detailed low-level information. You can use debug logs to support your feedback to the product engineering team for enhancements and error corrections.
- *Error and performance* logs that you can use for monitoring performance and generating alarms.

For details on configuring Voicemail Pro server to write syslogs to syslog server, see Syslog.

Before you configure Voicemail Pro server to write syslogs to syslog server, you must install a syslog server (for example, Kiwi, WinSyslog, Syslog Watcher) on a computer connected to the network and configure it to listen for syslogs on a UDP port.

Note: Syslog of Voicemail Pro server is integrated in IP Office Server Edition solution, and you can view the Voicemail Pro syslog messages using the Web Control interface of the IP Officer Server Edition server. For details on accessing Voicemail Pro syslog messages using Web Control, see *Avaya IP Office Using the Server Edition Web Control Menus* (15-601011).

13.3 SFTP Host Key Verification

If you are using a Windows-based Voicemail Pro server and trying to connect to a SFTP server for the first time, the connection may fail with an error message about the authenticity of the host. The behavior is a feature of the SSH protocol and is designed to protect you from a spoofing attack. To proceed, verify the host key of the SFTP server.

To verify the host key of the SFTP server

1. Log in to the computer that runs the Voicemail Pro service using the same Windows account that is used to start the service.
2. Open the WinSCP application.
3. Click **New**.
4. Enter the required details in the **Host name** and **User name** fields.
5. Click **Login**.
   A message is displayed that includes the host key of the SFTP server.
6. If you trust the displayed host key, click **Yes** to save the host key in the cache. Otherwise, get the host key from your system administrator, and match it with the displayed host key before you click **Yes**.
7. Enter the password to verify the connectivity to the remote SFTP server.

13.4 Prompts

13.4.1 US English Intuity Prompts

The following a list of the numbered .wav files used by Voicemail Pro for US English. These are predominately, though not exclusively, used for Intuity mailbox features.

All files are Microsoft WAVE file format (.wav) 8kHz, 16 bit mono.

Important

- The corresponding .wav file in other languages may not be the same prompt.
- The instructions referring to a letter work only if you are using a standard telephone keypad. If you are using a device that has a different keypad, use the number corresponding to the letter on a standard telephone keypad. For example, if you are using a mobile phone with a QWERTY keypad, in response to the prompt "To delete press ***D**", press ***3**.

WAV File	Intuity Prompt
2	"at".
4	"Not private".
8	"To record a new message press 4".
13	"To record press 1 after recording press 1 again".

WAV File	Intuity Prompt
14	"To make private press 1, to make public press 2".
15	"And is".
18	"To forward with comment press 2".
19	"To review from beginning press *1, if finished press *#".
21	"To listen press 0".
24	"To delete press *D".
27	"To attach original, press y for yes or n for no.".
30	"To change press 1".
35	"Login incorrect".
41	"To forward message with comment at beginning, press 2".
43	"Your call is being answered by IP Office".
44	"Is not available to leave a message wait for the tone".
45	"Is busy, to leave a message wait for the tone".
46	"To access your mailbox press *R".
49	"No operator defined".
56	"Thank you for leaving you message".
58	"For name addressing press *A".
60	"Changed".
61	"To modify status, press 9 for yes, or 6 for no".
63	"New".
65	"Contains".
67	"To create another list".
70	"Unopened".
71	"To leave a message wait for the tone".
73	"You have".
74	"Deleted".
75	"To skip press # to delete press *D".
77	"Deleted".
80	"To have system wait press *W if finished please hang up or to disconnected IP Office press **X".
84	"Entry".
85	"Erased".
86	"Extension".
87	"This call is experiencing difficulties".
88	"Cannot use the guest password".
89	"First message".
91	"At end".
94	"Goodbye".
95	"Please disconnect".
96	"For help press *H".
97	"For help at anytime press *H".
100	"Invalid entry".
105	"To restart at the activity menu press *R".
108	"You are recording a message".
109	"Later".
110	"List".
111	"Please enter list ID".
112	"Otherwise for assistance press Zero now".
113	"You already have a list".
114	"To replace list renter ID and # sign, to create a new list enter new list ID".
115	"To transfer using names instead press *2".
117	"To reach the covering extension press *Zero".
118	"Enter last name".
119	"You wish to call".
120	"Too large to include".

WAV File	Intuity Prompt
124	"No more list space".
125	"Must be six or fewer numerals".
126	"To forward message with comment at end press 3".
127	"Return to previous activity".
130	"Because there were no entries".
134	"You can store your list or delete members but you cannot add members".
141	"No more lists".
142	"To list to the header press 3".
143	"To set back again press 2".
145	"List has no entries".
146	"To continue press #".
147	"Review completed".
148	"For extension addressing press *2".
150	"Members".
156	"Maximum length recorded".
159	"Member".
160	"Message".
161	"Midnight".
163	"To call sender press zero".
164	"Category".
165	"Returned to getting messages".
166	"At end to play back press 23".
167	"To approve press #, to record from here press 1, to play back press 23".
168	"Messages".
170	"Delivery scheduled".
173	"Please enter new password".
175	"Please note only IP Office subscribers can be specified by name".
178	"No addresses identified".
180	"Nothing to approve".
182	"Nothing to delete".
185	"Not found".
188	"Passwords do not match, please re-enter new password".
191	"No more messages".
192	"No messages".
193	"No name recorded".
194	"No new messages".
197	"Cannot step back".
198	"Partial name deleted".
201	"Noon".
202	"Not valid".
208	"Is not a public list".
209	"Cannot modify another subscriber's list".
210	"Please enter a new password".
211	"To 15 digits".
212	"Please enter password again for confirmation, to delete the password you just entered press *D".
213	"Re-enter password".
214	"Approved".
219	"Owned by".
220	"Enter password".
223	"Please enter extension".
224	"And # sign".
226	"Private".
227	"Public".
228	"Record at the tone".

WAV File	Intuity Prompt
232	"Recording stopped".
233	"Previous login incorrect please re-enter extension".
234	"To respond or forward press 1".
235	"To restart at the activity menu press *R, to transfer to another extension press *T".
236	"Try again".
238	"To review another list".
240	"To skip press # to listen press zero".
242	"Returned to the".
243	"Rewound".
244	"Rewound to previous message".
252	"To respond to this message press 1".
253	"Please enter month, day".
255	"To delete this message press *D".
256	"At beginning to re-record press 1 to playback press 23".
262	"Received".
272	"Contact administrator for help".
274	"Please make entry soon or be disconnected".
275	"Cannot get your messages now due to multiple logins to your mailbox".
277	"To exit directory press #".
282	"To have system wait press *W, to access the names or numbers directory press **N. If finished please hang up or to disconnect IP Office press **X".
285	"To add a member enter extension".
286	"To add a member enter last name".
287	"Welcome to IP Office".
288	"You are in the main directory. To find a subscribers extension, enter the last name followed by the # sign. To enter the letter Q press 7, for z press 9. To lookup by extension instead press *2".
290	"If you wish to specify a non IP Office subscriber, first change to extension addressing by pressing *A".
291	"To transfer to another extension press *T".
292	"Louder press 4, softer press 7, faster press 9, slower press 8".
294	"To add entries press 1".
295	"To renter list press *5".
298	"To specify owner by name press *2".
300	"AM".
301	"PM".
305	"You are at the activity menu".
306	"You are changing your password".
310	"January".
311	"February".
312	"March".
313	"April".
314	"May".
315	"June".
316	"July".
317	"August".
318	"September".
319	"October".
320	"November".
321	"December".
322	"You are in the numbers directory. To find a subscribers name, enter the extension followed by the # sign. To lookup by name instead press *2".
323	"You are responding to a piece of incoming mail".
325	"You are administering your lists. To create a mailing list press 1, to play a summary of all your lists press 2, to review a particular list press 3".
327	"You are creating a mailing list".

WAV File	Intuity Prompt
328	"To delete the previous entry, press *3. To add a mailing list you have already created or a public list owned by others, press *5. To review or modify the list you are creating, press *1. To approve the list you are creating and move on to the next step, press #".
329	"You have not yet entered enough characters to identify a specific subscriber. To enter the letter Q press 7, for Z press 9".
330	"Or enter just the # sign if it is your phone".
332	"System greeting used".
333	"To add entries to the list or to change status of the list press 1".
334	"When finished addressing press #".
335	"When finished press #".
339	"To replay the last few seconds press 5, to advance a few seconds press 6.".
347	"You are adding a list".
348	"You are specifying a mailing list to review".
350	"Sunday".
351	"Monday".
352	"Tuesday".
353	"Wednesday".
354	"Thursday".
355	"Friday".
356	"Saturday".
357	"You are choosing between subscribers whose names match your entry. To indicate no subscribers match, delete entry by pressing *3. To change to extension addressing and delete your entry press *2".
358	"You are identifying a list as private or public".
360	"You are scanning mailing lists, to review list members press 0, to rewind to previous list press 2, to continue scanning lists press 3".
361	"To skip to next list press #, to delete list press *3".
362	"If you own the list press #, if some else owns the list".
363	"To approve the list you are creating press #".
364	"Enter owner's extension".
367	"To specify a different owner by name press *3".
368	"You are entering the number for a new list. Please enter a number up to 6 digits long".
369	"To replace an existing list, enter that list's number".
370	"These are entries in your list".
371	"To rewind to current entry press 2, to rewind to previous entry press 2 as many times as necessary, to continue playback of list press 3".
372	"To skip to next entry press #, to delete current entry press *D".
373	"You are choosing whether to attach a copy of original message to your reply. To include the original press y for yes, to send only your reply press n for no".
376	"To skip the next header press the # sign to listen to the header rewind by pressing 2 then play by pressing 3 to skip to the next category press *#".
377	"To delete message press *D".
380	"Please wait".
381	"To listen to the message press 0, to re record message before delivery press 1".
388	"To skip press the # key".
390	"O" (Oh)
391 - 450	"One" to "sixty". For zero see 585.wav
451	"Seventy".
452	"Eighty".
453	"Ninety".
454	"Hundred".
455	"Thousand".
456	"Million".
464	"Enter extensions".
468	"To continue playing press 3".
471	"If it's your list press #".

WAV File	Intuity Prompt
472	"To approve press #, to record from here press 1".
477	"Press 1 to select".
478	"2 to select".
479	"3 to select".
484	"Enter more characters followed by the # sign. If you just completed entering the last name enter the first name".
485	"Has".
486	"To reply to sender by voicemail press 1".
493	"You are requesting a transfer".
499	"When finished recording press # to approve or 1 to edit your message".
556	"To exit press *# now".
561	"You addressing your message".
562	"Enter the".
563	"Digit extension".
569	"To modify press 1, if finished press *#".
577	"To hold the message in its current category press **H".
578	"To skip to the next category press *#".
579	"Password must be".
585	"Zero".
587	"You are reviewing a list".
601	"Priority".
604	"As you use IP Office, your name will be included in system announcements that you and other people will hear. Press 1 and at the tone please speak your name. After speaking your name press 1 again".
606	"To re-record you name press 1, to approve press #".
608	"At the tone please speak your name. After speaking your name press 1".
610	"You are recording your name. After you record your name, you can access other IP Office features. As you use IP office your name will be included in system announcements that you and other people will hear. Press 1 and at the tone please speak your first and last name as you would like others to hear it. After speaking your name press 1 again".
611	"You are recording your name. To record your name, press 1. After recording press 1 again. To play back name press 23, to approve press #".
612	"To make private press 1".
613	"To make priority press 2".
617	"To remove private status press 1".
618	"To remove priority status press 2".
622	"Not priority".
643	"You are choosing options for this message there are no options currently set".
644	"You are choosing options for this message with the current settings".
645	"Private messages cannot be forwarded by the recipients".
646	"A priority message will be delivered before other messages and will be flagged for special attention in the recipient's mailbox".
647	"The message will be private".
648	"The message will be priority".
651	"The message will be private and priority".
681	"Sorry cannot leave a message now because this user's mailbox is full".
700	"To administer mailing lists press 1".
701	"To change your password press 4".
702	"To record your name press 5".
703	"You are at subscriber administration".
704	"To create lists press 1, to scan lists press 2, to review and modify lists press 3".
707	"If finished press *#".
708	"If finished adding entries press #".
736	"You are recording your name. As you use IP office your name will be included in system announcements that you and other people will hear".
744	"For all calls".
745	"Active".

WAV File	Intuity Prompt
747	"For internal calls".
748	"For external calls".
749	"For busy calls".
750	"For no answer".
751	"For out of hours calls".
752	"To listen to a greeting press 0, to create change or delete a greeting press 1, to scan all your greetings press 2, to activate a greeting press 3, to administer call types press 4, if finished press #".
753	"Enter greeting number".
754	"Greeting".
755	"Not recorded".
756	"To listen to greeting".
757	"To re-record, press 1".
759	"To review status, press 2".
760	"Press 0".
764	"To use this greeting for all calls press 0, for internal calls press 1, for external calls press 2".
765	"Recorded but not active".
766	"To use this greeting for all calls press 1".
767	"To use this greeting for all calls press 0, for busy calls press 1, for no answer calls press 2".
770	"Recorded and active".
771	"Approved and active".
772	"Again".
773	"To activate for out of hours call press 3".
775	"To record messages press 1 to get messages press 2 to administer personal greetings press 3".
776	"The system greeting".
777	"Cannot listen to system greeting".
778	"Cannot modify system greeting".
779	"No greetings recorded".
780	"Personal greetings review completed".
781	"To skip to the next greeting press the # sign".
782	"To activate a greeting enter greeting number, to de-activate a greeting activate a different greeting in its place".
783	"To activate another greeting enter greeting number to de-activate a greeting activate a different greeting in its place".
784	"To activate system greeting enter 0".
785	"Same greeting used for all calls".
786	"To identify calls as internal and external press 1".
787	"To identify calls as busy and no answer press 2".
788	"To identify calls as out of hours press 3".
790	"Calls identified as internal and external".
791	"Calls identified as busy and no answer".
792	"Calls identified as out of hours".
793	"Calls not identified as out of hours".
797	"To use the same greeting for all calls press 5".
810	"External".
812	"No answer".
814	"Calls".
815	"You are administering your personal greetings".
816	"You are listening to a personal greeting".
817	"You are recording a personal greeting".
818	"You have just recorded".
819	"You are scanning your personal greetings".
820	"You are selecting which greeting to activate".
821	"You administering call types".
822	"As you use IP Office, your name will be included in system announcements that you and other people will hear. At the tone please speak your name, after speaking your name press 1".

WAV File	Intuity Prompt
823	"For all calls".
825	"For internal".
826	"For external".
827	"For busy".
828	"For no answer".
829	"For out of hours".
830	"You must approve your recording".
832	"Please enter extension and # sign".
839	"To rewind to the previous greeting press 2".
843	"To scan headers and messages press 1, to scan headers only press 2, to scan messages only press 3".
844	"End of message".
845	"Next message".
846	"You are selecting an option for automatic message scan".
847	"You are automatically scanning your incoming messages. To listen to the message press 0, to respond to or forward the message press 1".
848	"You are automatically scanning your incoming messages. To listen to the message press 0 to respond to the message press 1".
849	"To skip the next message press the # sign, to the listen to the header rewind by pressing 2, then play by pressing 3, to skip to the next category press *#".
850	"Broadcast and login message services are not available".
852	"To rewind to the current entry press 2, to rewind to previous entry press 2 as many times as necessary".
868	"Mailbox id must be less than or equal to less than 16 digits".
869	"If the extension entered belongs to a casual subscriber you will be prompted for a mailbox id".
905	Short silence.
907	2 seconds of silence.
913	"If finished press #".
915	"No options menu available".
916	"To send message press # or enter an option to hear a list of options press 0".
924	"Seconds".
925	"Minutes".
926	Beep
928	"New messages".
929	"Old messages".
935	"Unopened messages".
936	"Partial entry deleted".
937	"Sorry you are having difficulty please get help and try again later".
938 - 968	Ordinal numbers "1st" to "31st".
971	"To send press #".
972	"To reach the covering extension press Zero".
973	"If you are finished please hang up or press **X".
977	"Name not found".
987	"Enter last name of the person".
990	"To record and send voicemail messages press 1".
992	"To get messages press 2".
1001	"To scan incoming messages automatically press 7, to relogon press **R".
1006	"To record or change the greeting heard by callers press 3".
1010	"With priority".
1011	"With fax".
1020	"No message to send".
1028	"Page".
1029	"Pages".
1041	"There are no new faxes".
1048	"Nothing to print".

WAV File	Intuity Prompt
1052	"To specify your fax preferences press 3".
1061	"Your default print destination is...".
1071	"Fax message from..".
1073	"To print press *1".
1075	"To change the default print destination press 1".
1087	"To print to destination".
1088	"Press #".
1089	"To specify destination, enter digits followed by the # key".
1091	"You are specifying where your documents will be printed".
1092	"A default print destination has not been assigned".
1093	"To assign a default print destination press *7 then 53".
1098	"To approve press #".
1118	"You are specifying the default print destination for fax items".
1141	"When finished recording press # for more options".
1144	"To specify whether a message can be addressed before it is recorded press 6".
1145	"To administer call answer options press 7".
1152	"Address before record turned on".
1153	"To turn off press 1".
1154	"Address before record turned off".
1155	"To turn on press 1".
1157	"You are administering addressing options".
1158	"To prevent callers from leaving messages press 1".
1159	"Call answer messages will not be accepted".
1160	"To allow callers to leave messages press 1".
1161	"You are administering call answer options".
1162	"Sorry the mailbox you have reached is not accepting messages at this time".
1163	"Is not available".
1164	"Call answer messages will be accepted".
1219	"To review or change your reach options press 7".
1305	"Please enter an outcalling option to hear a list of options press 0".
1430	"To following message was restored".
1431	"No message to restore".
1432	"To undelete last deleted message press **U".
1434	"To return to getting messages press #".
1440	Beep
1443	"Voice file system is out of space".
1444	"Please contact the administrator".
1457	"Old and new passwords cannot be the same".
1461	"You are getting your incoming messages".
1462	"To listen to the message press Zero".
1463	"To reply to sender by voicemail press 17".
1464	"To forward with comments press 12".
1465	"To record a new message press 14".
1466	"To respond to or forward the message press 1".
1467	"The return address for this message is not a mailbox on this system".
1469	"To reply to sender by voicemail press 7".
1964	"The ability for callers to leave messages in your mailbox is turned off".
1965	"To allow callers to leave messages press 571".
1970	"Invalid password please enter new password and # sign".
2007	"With text".
2008	"With other media".
2010	"Zero".
2011	"bytes".
2012	"Byte".

WAV File	Intuity Prompt
2013	"Kilobyte".
2014	"Kilobytes".
2015	"Megabyte".
2016	"Megabytes".
2018	"And".
2019	"Message from".
2021	"Private".
2022	"Private priority".
2023	"Priority".
2025	"Call from".
2026	"Call received".
2029	"This is a ".
2030	"Voice".
2031	"Fax".
2032	"Text".
2033	"Attached file".
2035	"To advance to the end of the message press *6".
2038	"Rewound".
2039	"Component".
2040	"To listen press 3".
2041	"To customize your mailbox, for example to create or edit your mailing lists or change your password, press 5".
2042	"To administer your media preference for sorting messages, press 8".
2043	"You are administering your preferred media type for sorting incoming messages. Messages with a primary media type matching your preference will be presented before other messages, regardless of the order in which they have been received".
2044	"No media preference for sorting incoming messages has been specified".
2045	"For voice press 1, for fax press 2, for text press 3, for binary files press 4".
2046	"To retain your current preference press the # key".
2047	"You media preference for sorting incoming messages is".
2048	"For no preference press zero".
2049	"Will be your preferred media type".
2051	"Your password cannot be the same as your extension number consecutive digits or a single repeated digit. Please enter new password and the # key".
2052	"At beginning of message to step back to previous message press *2 to listen press Zero".
2053	"Approximately".
2057	"At beginning of message".
2061	"To enter the telephone number of a fax machine press **5".
2063	"Enter the telephone number of a fax machine followed by the # sign".
2065	"The telephone number of a fax machine should be entered as it would be dialed from the location of your messaging system. It can contain a maximum of 23 digits including trunk access, long distance or international access codes if necessary and is subject to administrator restrictions".
2071	"You are specifying the telephone number of a fax machine".
4409 -4434	Alphabetic characters "A" to "Z".
G0000 - G0009	"Press zero" through to "Press 9"
G0010 - G0019	"Press *zero" through to "Press *9".
G0020	"Press ** zero".
G0029	"Press **9".
G0031	"Press the # key".
G0032	"Press *#".
G0040	"You are changing your Outcalling options".
G0041	"System not administered for Outcalling".
G0042	"You are not authorized for Outcalling".
G0043	"When finished please hang up or ".
G0044	"You are selecting which messages will receive out calls".

WAV File	Intuity Prompt
G0045	"For instructions on entering your outcalling number".
G0046	"For instruction on configuring outcalling".
G0047	"You are not authorised to input a number".
G0051	"To return to the activity menu".
G0052	"Subject to administrator restrictions".
G0053	"To change times".
G0054	"To turn off"
G0055	"To turn on"
G0061	"To de-activate".
G0062	"To activate".
G0063	"To activate for all calls".
G0064	"To activate for external calls only".
G0065	"To activate for internal calls only".
G0071	"For all calls".
G0072	"For internal calls".
G0073	"For internal calls only".
G0074	"For external calls".
G0075	"For external calls only".
G0076	"For other calls".
G0080	"To use this greeting".
G0081	"For the temporary greeting"
G0082	"For number engaged calls"
G0083	"For no reply calls".
G0084	"For the default greeting".
G0085	"When finished".
G0086	"Please enter a number between".
G0087	"Where zero will set the temporary greeting to not expire".
G0088	"Please enter the number of days you wish this greeting to be active for".
G0089	"Your temporary greeting".
G0090	"For the next".
G0091	"Days".
G0092	"For today".
G0099	"Not configured".
G0100	"Turned off".
G0101	"Inactive".
G0102	"Desk".
G0103	"Home".
G0104	"Mobile".
G0105	"Temporary".
G0106	"Delegate".
G0107	"Secretary".
G0108	"Other".
G0109	"SMS".
G0110	"Voicemail".
G0111	"Escalation".
G0112	"An escalation list".
G0113	"Extension".
G0120	"For none".
G0121	"For internal".
G0122	"For desk".
G0123	"For home".
G0124	"For mobile".
G0125	"For temporary".
G0126	"For delegate".

WAV File	Intuity Prompt
G0127	"For secretary".
G0128	"For other".
G0129	"For SMS".
G0130	"For voicemail".
G0131	"For escalation".
G0140	"Currently".
G0141	"For help".
G0142	"For help at any time".
G0143	"To leave".
G0144	"To change".
G0145	"To reject".
G0147	"Time".
G0148	"The time out is".
G0149	"To change the time out".
G0150	"To configure outcalling".
G0151	"Your escalations have not been configured".
G0152	"Your escalations are configured to call the following locations in the listed order".
G0153	"To repeat list".
G0154	"To repeat list with numbers".
G0155	"To review the list".
G0156	"You are selecting locations for the escalation list".
G0157	"To input the list again".
G0158	"You have completed inputting the escalation list".
G0159	"To select a destination".
G0160	"Where the following destinations will be called in order".
G0161	"To configure escalations".
G0162	"Please input your".
G0163	"Location".
G0185	"To".
G0186	"Where".
G0187	"Between".
G0188	"Invalid time".
G0191	"Is active".
G0192	"Is inactive".
G0193	"Is set to".
G0194	"Is not set".
G0195	"To repeat".
G0200	"And".
G0201	"Your outcalling is".
G0202	"Your outcalling is set".
G0203	"Your outcalling destination is set to".
G0204	"The number is".
G0205	"Number is".
G0206	"Number".
G0207	"To change numbers".
G0208	"To input a number".
G0209	"For instructions on entering your outcalling number".
G0210	"For instructions on configuring outcalling".
G0211	"To change the number".
G0212	"There is no number defined for the selected destination".
G0213	"You are configuring outcalling destination".
G0214	"To configure outcalling".
G0215	"To re-configure outcalling".
G0216	"To change outcalling".

WAV File	Intuity Prompt
G0217	"To change outcalling destination".
G0218	"To change destination".
G0219	"To change".
G0220	"Destination".
G0221	"You have selected".
G0222	"There is no number defined".
G0223	"To select an alternate destination".
G0224	"To select another location".
G0225	"You have selected the option to configure your telephone numbers".
G0226	"To exit".
G0227	"To accept".
G0228	"To disable".
G0229	"To enable".
G0230	"To turn outcalling off".
G0231	"To turn outcalling on".
G0232	"To turn outcalling on for all new messages".
G0233	"To turn outcalling on for new priority messages only".
G0234	"To turn outcalling on for new private messages only".
G0235	"To turn outcalling on for new priority private messages only".
G0236	"The destination is set to".
G0237	"To change the destination".
G0238	"To set a number".
G0240	"Outcalling is turned off".
G0241	"Outcalling is turned on".
G0242	"Outcalling is turned on for all new messages".
G0243	"Outcalling is turned on only for new priority messages".
G0244	"Outcalling is turned on only for new private messages".
G0245	"Outcalling is turned on only for new priority private messages".
G0251	"Outcalling is turned on between".
G0252	"Outcalling is turned on for all new messages between".
G0253	"Outcalling is turned on only for new priority messages between".
G0254	"Outcalling is turned on only for new private messages between".
G0255	"Outcalling is turned on only for new priority private messages between".
G0260	"Outcalling is turned off".
G0261	"Outcalling is turned on".
G0262	"Outcalling is turned on for all new messages"
G0263	"Outcalling is turned on only for new priority messages".
G0264	"Outcalling is turned on only for new private messages".
G0265	"Outcalling is turned on only for new priority private messages".
G0272	"For all new messages".
G0273	"For all new priority messages".
G0274	"For all new private messages".
G0275	"For all new priority private messages".
G0278	"Enter the time in second and #".
G0279	"Enter the new number and #".
G0280	"To input a new number".
G0281	"To input an outcalling number".
G0282	"Enter the number followed by #".
G0283	"Anything entered will be interpreted as part of the called number".
G0284	"No global commands, such as *4 will be accepted at this time".
G0285	"A * or # entered as the first character will result in the * or # being output".
G0286	"A * entered as part of the digit string will be interpreted as a pause of one and a half seconds.
G0287	"If a longer pause is required, use multiple stars in a row".
G0288	"To return to outcalling administration".

WAV File	Intuity Prompt
G0289	"Enter outcalling number and #".
G0290	"To exit press *# now".
G0301	"Your destination is currently configured to".
G0306	"For system outcalling schedules".
G0307	"You are specifying your outcalling time period".
G0308	"For outcalling during peak time".
G0309	"If not press *3 and re-enter time".
G0310	"To specify your times".
G0311	"To delete own time".
G0312	"Peak time is".
G0313	"For outcalling ant time press 1".
G0314	"The time you specify will be restricted by the times allowed by the system administrator".
G0315	"Outcalling specified to any time subject to administrator restrictions".
G0316	"For outcalling during prime time press 2".
G0317	"The system allows outcalls from".
G0318	"To change outcalling information press 6.
G0319	"Outcalling specified for".
G0320	"If correct press #".
G0321	"From time".
G0322	"To time".
G0350	"There is a message for".
G0351	"Based on an outcalling time profile which is currently configured as follows".
G0352	"Your outcalling time profile is currently configured as follows".
G0353	"Your outcalling time profile is not configured".
G0360	"You are specifying the time for outcalling time profile".
G0361	"To leave the current time profile".
G0362	"To change the time profile".
G0363	"Is set to".
G0364	"Please enter the time".
G0365	"The time should be entered as follows: hour, hour, minute, minute, where the hours are given in 24 hour format. For example, 5 past 1 in the afternoon would be entered as 1305".
G0366	"You are configuring outcalling time profile".
G0367	"The end time should be greater than the start time".
G0400	"You are modifying your personal settings".
G0401	"You are modifying your callback options".
G0402	"You are modifying your do not disturb options".
G0403	"You are modifying your e-mail mode options".
G0404	"You are modifying your follow me forward options".
G0405	"You are modifying your mobile twinning options".
G0406	"You are modifying your voicemail transfer options".
G0410	"To modify your personal settings".
G0411	"To modify your callback options".
G0412	"To modify your DND options".
G0413	"To modify your e-mail mode options".
G0414	"To modify your follow me forward options".
G0415	"To modify your mobile twinning options".
G0416	"To modify your reception transfer options".
G0417	"To modify your follow me feature setting".
G0418	"To modify your forward unconditional setting".
G0419	"To modify your forward on busy and on no answer setting".
G0421	"Your follow me feature".
G0422	"Your forward unconditional feature".
G0423	"Your forward on busy and on no answer is set to".
G0424	"Your forward on busy is set to".

WAV File	Intuity Prompt
G0425	"Your forward no answer is set to".
G0426	"Your forward on busy and on no answer are inactive".
G0427	"Your do not disturb feature".
G0428	"Your e-mail mode feature".
G0429	"Your mobile twinning feature".
G0430	"Your callback option".
G0450	"To modify your voicemail transfer on zero".
G0451	"To modify your voicemail transfer on 1".
G0452	"To modify your voicemail transfer on 2".
G0453	"To modify your voicemail transfer on 3".
G0460	"Your voicemail transfer on zero".
G0461	"Your voicemail transfer on 1".
G0462	"Your voicemail transfer on 2".
G0463	"Your voicemail transfer on 3".
G0501	"A".
G0502	"B".
G0503	"C".
G0504	"D".
G0505	"E".
G0551	"The first".
G0552	"The second".
G0553	"The third".
G0554	"The fourth".
G0555	"The fifth".
G0680	"Second".
G0681	"Seconds".
G0682	"Star".
G0683	"Hash".

13.4.2 English Non-Intuity Prompts

Here is a list of the named .wav files used by Voicemail Pro for US and UK English. These are predominately, though not exclusively, used for IP Office mode mailbox features and Voicemail Pro custom call flow actions.

All files are Microsoft WAVE file format (.wav) 8kHz, 16 bit mono.

WAV File	Non-Intuity Prompt
a60	"Please enter extension and # sign".
aa_01	"Good morning and thank you for calling. Please key in the required extension number or hold the line for other options".
aa_02	"Good afternoon and thank you for calling. Please key in the required extension number or hold the line for other options".
aa_03	"Good evening and thank you for calling. Please key in the required extension number or hold the line for other options".
aa_04	"Please hold while we try to connect you".
aa_05	"An operator is currently unavailable".
aa_06	"Please key in the extension number you would like to leave a message for".
aa_07	"Good bye and thank you for calling".
alpha_01	"Press # to accepted data, *1 to hear the data, *2 to delete the data, *3 to delete the last character, *# to accept the data and continue".
alpha_02	"Data has been deleted".
alrm_1	"You have an alarm call set for".
alrm_2	"Alarm has been deleted press 1 to continue or * to quit".
alrm_3	"Please enter the time for the alarm call in 24 hour clock notation".
alrm_4	"You have set an alarm call for".
alrm_5	"Press 1 to validate press 2 to add a message to the end press # to cancel".
alrm_6	"Your alarm has now been set".
alrm_7	"Press 1 to verify this alarm or press 2 to delete it".
alrm_8	"This time is invalid please try again".
alrm_9	"This is an alarm call please hang up".
AM	"AM".
aor_00	"Warning: your call is being recorded".
cmp_01	"The current campaign message has been marked as deleted".
cmp_02	"The current campaign message has been marked as completed".
cmp_03	"The current campaign message has been abandoned".
cmp_04	"Press 1 to start again, press 2 to rewind, press 3 to abandon, press 4 to delete, press 5 to complete, press 7 for previous field, press 8 for start of current field, press 9 for next field, press # to forward, press 0 to pause, press * to rewind".
conf_01	"A conference is not currently scheduled".
conf_02	"There was a problem transferring you into the conference".
conf_03	"Please enter your conference id and press # to finish".
conf_04	"Please enter your PIN and press # to finish".
conf_05	"Your conference ID or PIN is not valid".
conf_06	"Your conference ID is not valid".
conf_07	"Your PIN is not valid".
conf_08	"Please try again".
conf_09	"To be announced into the conference please speak your name and press # when you have finished".
conf_10	"Your name is too short please try again".
conf_11	"Has invited".
conf_12	"To join them in an immediate conference press 1 to accept, 2 to decline and 3 if the delegate is not available".
conf_13	"Has requested".
conf_14	"To join in an ad-hoc conference press 1 to accept, 2 to decline and 3 if the delegate is not available".
conf_15	"Has declined the offer to attend the conference".
conf_16	"Is not available".
conf_17	"Has just entered the conference".
conf_18	"Has just left the conference".

WAV File	Non-Intuity Prompt
conf_19	"An unknown caller".
conf_20	"Has been invited".
conf_21	"No conference selected, thank you and good bye".
conf_22	"Transferring you to the conference now".
conf_23	"Conference not accessible".
conf_24	"You have been invited to a conference".
dbn_01	"There are".
dbn_02	"Press # to play list".
dbn_03	"To select".
dbn_04	"# for next".
dbn_05	"*# for previous".
dbn_06	"And #".
dbn_07	"Press **2".
dbn_10	"For selection by group".
dbn_11	"For selection by first name".
dbn_12	"For selection by last name".
dbn_13	"For selection by extension".
dbn_14	"Entries that match your selection".
dbn_15	"*3 to clear the list and restart".
dbn_16	"Or enter more characters followed by a # to reduce the size of the list".
dbn_17	"To change name format entry to".
dbn_18	"First name last name".
dbn_19	"Last name first name".
dbn_20	"Enter group name".
dbn_21	"Enter first name".
dbn_22	"Enter last name".
dbn_23	"Enter extension".
dom_01.wav... dom_31.wav	Day of month ordinal numbers "1st" to "31st".
dow_01	"Sunday".
dow_02	"Monday".
dow_03	"Tuesday".
dow_04	"Wednesday".
dow_05	"Thursday".
dow_06	"Friday".
dow_07	"Saturday".
EOC_1	"Warning, your conference will end in".
EOC_2	"Your conference will end in".
int_na	"Service not supported".
ivr_01	"The time according to the IVR server is".
ivr_02	"Directory wave table. Enter the number of the caller you want to edit".
ivr_03	"Name wave table. Enter the number of the extension you want to edit".
ivr_04	"Enter form entries with the # sign to terminate each line. Press # at the end to complete the form".
ivr_05	"Form verified".
ivr_06	"Form entry is complete".
ivr_07	"Press * to abort # to accept or 0 to listen again".
ivr_08	"Do not disturb".
ivr_09	"Voicemail mode".
ivr_10	"Call forwarding".
ivr_11	"Forward number is set to".
ivr_12	"Follow me number is set to".
ivr_13	"Voicemail reception number is set to".
ivr_15	"Parameter is set to".

WAV File	Non-Intuity Prompt
ivr_16	"Parameter is enabled".
ivr_17	"Parameter is disabled press 1 to enable".
ivr_18	"Parameter is disabled".
ivr_19	"Parameter is enabled press 2 to disable".
ivr_20	"Press 1 to change press # to cancel".
ivr_21	"Enter new number after the tone".
ivr_22	"Repeat new number after the tone".
ivr_23	"Sorry the numbers you have entered are different".
ivr_24	"E-mail options".
ivr_25	"Alert e-mail on incoming message".
ivr_26	"Copy messages to e-mail".
ivr_27	"Forward messages to e-mail".
ivr_28	"E-mail turned off".
ivr_29	"Service mode".
ivr_30	"In service".
ivr_31	"Out of service".
ivr_32	"Night service".
mc_00	Beep.
mc_01	Short silence.
mc_02	One second's silence.
misc_24	"Is on holiday until".
misc_25	"Is unavailable until".
misc_26	"Is at lunch until".
misc_27	"Is away on business until".
misc_28	"And will be picking up messages regularly".
misc_29	"And will not be contactable until their return".
misc_30	"List length exceeded".
misc_31	"*, cannot access private list".
misc_32	"*, list length exceeded".
mnu_1	"You have four greeting options. For standard greeting press 1, for after hours greeting press 2, for you are in a queue greeting press 3, for you are still in a queue greeting press 4".
mnu_2	"To hear your greeting message press 1, to change your greeting message press 2, to save your greeting message press 3, to save your message for playing as a continuous loop press 4".
mnu_2a	"To hear your greeting message press 1, to change your greeting message press 2, to save your greeting message press 3, to save your message for playing as a continuous loop press 4, to return to the previous menu press 8".
mnu_3	"When playing a message to delete the message press 4, to save the message press 5, to forward the message to e-mail press 6, to repeat the message press 7, to skip the message press 9, at the end of your messages to play old messages press 1, to play saved messages press 2, to edit your greeting press 3, to direct all messages to e-mail press *01, to turn off e-mail redirection press *02".
mnu_4	"When playing a message to delete the message press 4, to save the message press 5, for forwarding options press 6, to repeat the message press 7, to skip the message press 9, to call back the sender press ** at the end of your messages, to play old messages press 1, to play saved messages press 2, to edit your greeting press 3, to direct all messages to e-mail press *01, to send e-mail notifications press *02, to turn off e-mail functions press *03, to change your access code press *04".
mnu_5	"To forward message to e-mail press 1, to forward message to other extensions press 2, to add a header message press 3, to send message into your saved messages list press 4, to skip this forwarding press #".
mnu_6	"User configure options. To edit forwarding number press 1, to edit follow me number press 2, to set call forwarding press 3, to set voicemail press 4, to set do not disturb press 5, to edit voicemail access code press 6, to edit voicemail reception press 7, to set voicemail e-mail mode press 8, to edit voicemail call back number press 9".
mnu_7.	"Hunt group configure options. To set voicemail press 1, to edit voicemail access code press 2, to set voicemail e-mail mode press 3, to set service mode press 4".
mnu_8	"Invalid entry please try again".
mnu_9	"That destination is unavailable".

WAV File	Non-Intuity Prompt
MNU_10.	"To play your old messages, press1. To play your saved messages, press 2. To edit your greeting, press 3. To delete the current message, press 4. To save the current message, press 5. To change your access code, press *04. For help at any time, press *4".
mo_01	"January"
mo_02	"February"
mo_03	"March"
mo_04	"April"
mo_05	"May"
mo_06	"June"
mo_07	"July"
mo_08	"August"
mo_09	"September"
mo_10	"October"
mo_11	"November"
mo_12	"December"
no_	"Number".
no_00.wav ... no_59.wav	"Zero" to "Fifty-nine".
no_24p	"More than 24".
noon	"Noon".
out_01	"To administer Outlook based greetings, press 5".
out_02	"You are administering Outlook based greetings".
out_03.	"Outlook based greetings are active for all calls".
out_04	"Outlook based greetings are used for the following call types".
out_05	"Outlook based greetings are currently inactive".
out_06	"To deactivate Outlook based greetings".
out_07	"To activate Outlook based greetings".
out_08	"They will be out of the office until".
out_09	"They will be busy until".
out_10	"Due to".
outb_01	"This is an IP Office outbound alert".
outb_04	"Press any key to accept".
pg_0001	"To use this greeting for all calls press 1".
pg_0002	"To use this greeting for all calls press 0".
pg_0003	"For internal calls press 1".
pg_0004	"For external calls press 2".
pg_0005	"To activate for out of hours call press 3".
pg_0006	"If the number is busy press 4".
pg_0007	"For no reply calls press 5".
pin_01	"Enter your current access code after the tone".
pin_02	"Now enter your new access code after the tone".
pin_03	"Now repeat your new access code after the tone".
pin_04	"Your access code has now been changed".
pin_05	"It has been possible to change your access code at this time".
pin_06	"Press # when you have finished".
pin_07	"Access code must contain 4 or more digits".
PM	"PM".
que_01	"You are at queue position".
que_02	"In the queue".
que_03	"Call per".
que_04	"Estimated time to answer is".
que_05	"Your call will be answered in".
rec_01	"Warning: this call is being recorded".
RECNAM_01	"As you use IP Office, your name will be included in system announcements that you and other people will hear. At the tone please say your name. After saying your name, press 1".

WAV File	Non-Intuity Prompt
RECNAM_02	"To re-record your name press 1, to confirm press #".
RECNAM_03	"Record at the tone".
PressHash	"To continue, press #".
sac_01	"Cannot retrieve your messages now due to multiple logins to your mailbox".
sac_02	"Please disconnect".
seconds	"Seconds".
ssb_00	"O" (Oh).
ssb_01	"O'Clock".
ssb_02	"No".
ssb_03	"None".
ssb_04	"Midnight".
ssb_05	"And".
ssb_06	"Date".
ssb_07	"Deleted".
ssb_08	"T number".
ssb_09	"For".
ssb_10	"Forwarded".
ssb_11	"Item".
ssb_12	"Press".
ssb_13	"Quantity".
ssb_14	"Saved".
ssb_15	"Yesterday".
ssb_16	"Hundred".
ssb_17	"Hour".
ssb_18	"O" (oh).
ssb_19	"At".
ssb_20	"1" (Down tone).
ssb_21	"1" (Up Tone).
ssb_22	"1" (Level Tone).
ssb_23	"Function failed to complete".
ssb_29	"Minutes".
svm_02	"Calls have been forwarded to e-mail. New calls will also be forwarded to e-mail until turned off".
svm_03	"Caller was".
svm_04	"Thank you for leaving a message. Mailbox has now stopped recording".
svm_05	"Please enter your mailbox number".
svm_06	"Please enter your access code".
svm_07	"There is no one available to take your call at the moment so please leave a message after the tone".
svm_08	"For help at anytime press 8".
svm_09	"That was the last message".
svm_10	"New message".
svm_11	"New messages".
svm_12	"Old message".
svm_13	"Old messages".
svm_14	"Saved message".
svm_15	"Saved messages".
svm_16	"Remote access is not configured on this mailbox".
svm_17	"E-mail is not enabled on this mailbox".
svm_18	"I am afraid all the operators are busy at the moment but please hold and you will be transferred when somebody becomes available".
svm_19	"Message was recorded".
svm_20	"You're being transferred".
svm_21	"You have".
svm_22	"Unknown caller".

WAV File	Non-Intuity Prompt
svm_23	"Forwarding to e-mail is now turned off".
svm_24	"Start speaking after the tone and your message will be inserted before the message prior to forwarding".
svm_25	"To hear the recording press 1, to change the recording press 2, to save the recording press 3".
svm_26	"Enter the extension to which you wish this message to be forwarded, separating each extension using the # sign. Press # at the end to complete the list".
svm_27	"Message has not yet been recorded".
svm_28	"Start speaking after the tone and press 2 when you have finished recording".
svm_29	"There are no messages".
tim_m00	"Minute".
tim_m01	"One minute".
tim_m02	"Minutes".

13.5 Glossary

13.5.1 Centralized Voicemail Pro Server

Centralized Voicemail Pro uses a single Voicemail Pro server to provide voicemail services for all IP Offices in the Small Community Network. Except for use of ContactStore, only the central IP Office hosting the Voicemail Pro server requires licensing for Voicemail Pro operation and features.

13.5.2 Distributed Voicemail Server

For IP Office Release 6.0 and later, remote IP Offices in the Small Community Network can be associated with another Voicemail Pro server in addition to the centralized Voicemail Pro server. The additional distributed server then provides all voicemail services (except message storage and collection) for that IP Office. This requires the remote IP Office to have licenses for voicemail operation and the features it requires.

13.5.3 MAPI

Message Application Programming Interface (MAPI) is a Microsoft Windows system architecture that users can use to add messaging functionality into applications. MAPI-enabled e-mail applications can share e-mails and also work together to distribute the mail.

13.5.4 SNTP

Simple Network Time Protocol (SNTP) is an Internet standard protocol (built on top of TCP/IP) that provides accurate synchronization to the millisecond of computer clock times in a network of computers. It synchronizes all the IP Offices in an SCN configuration.

13.5.5 VPNM

Voicemail Private Networked Messaging (VPNM) is a set of preferences available only if you have selected VPNM during installation and is licensed within the IP Office configuration. It is used to add a list of the remote VPNM servers and mailbox users on those servers.

13.5.6 VRL

Using the Voice Recording Library (VRL) operation, Voicemail Pro can transfer specific users' automatic and/or manually recorded calls to a third-party application. Users can select VRL as the destination for calls recorded via a Leave Mail action in a call flow.

Currently, this mode of operation is only supported with the Contact Store for IP Office application from Witness Systems. This application provides tools to sort, search and playback recordings. It also supports the archiving of recordings to DVD.

Chapter 14.
Document History

14. Document History

17th September 2014	**10a**	Updates for IP Office Release 9.1: • Database and VBScript actions no longer required Advanced Edition license. • Use of A-Law/U-Law compression for recordings. • System preferences via web management, including EWS configuration for Exchange (2010/2013) integration.
16th October 2014	**10b**	• Configuration section for EWS Exchange integration 366.
9th November 2014	**10c**	• Update to rules around setting local administrator password.

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